



VPRA November 2024 Board Meeting

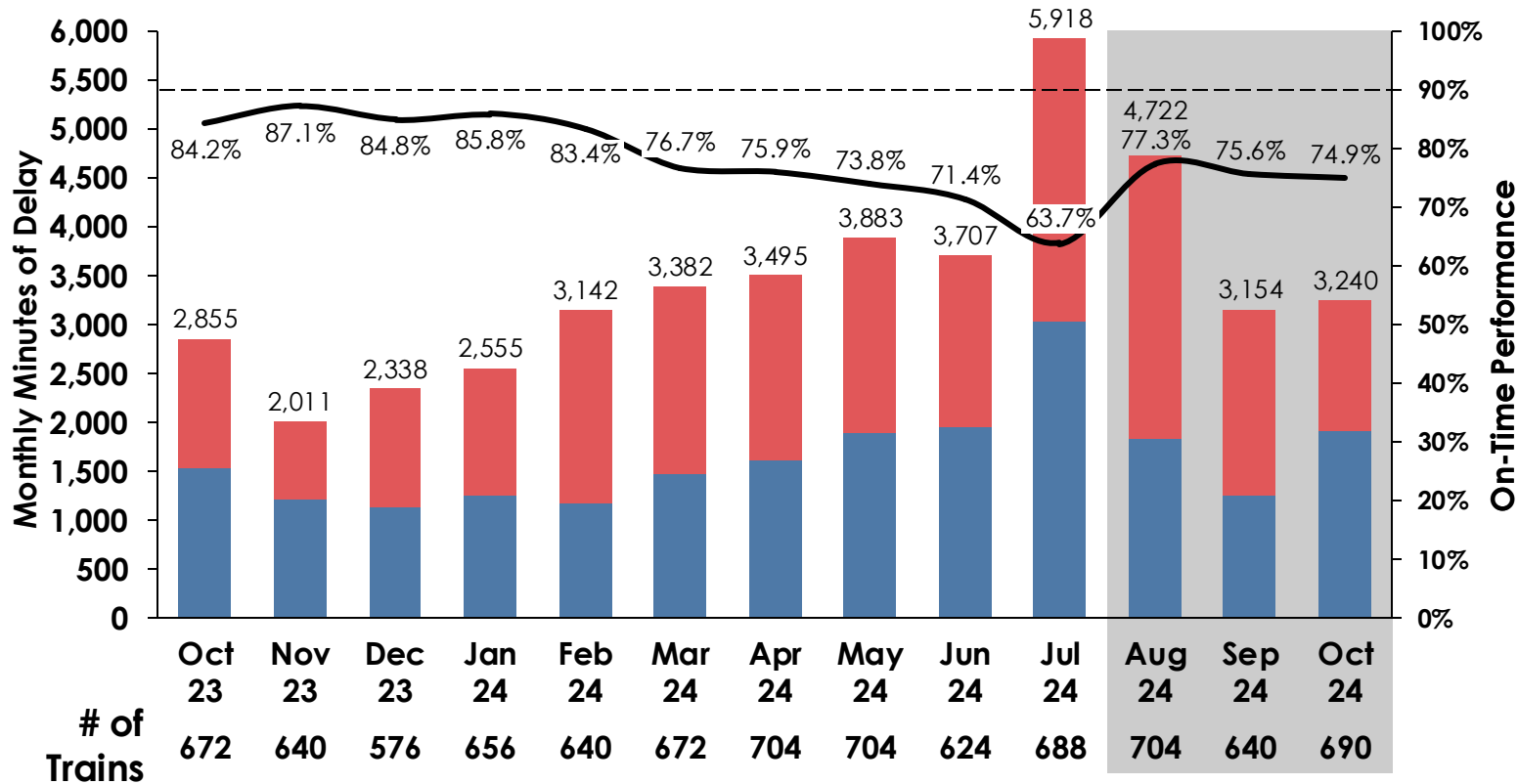
November 19, 2024



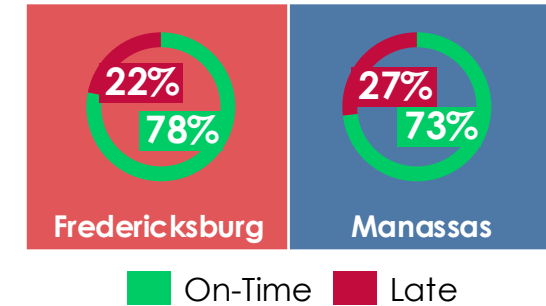
VRE Performance

VRE On-Time Performance: trains arrive at last scheduled stop within 6 minutes of schedule

VRE Last Station OTP and Delay Minutes



Endpoint On-Time Performance, Aug-Oct 2024



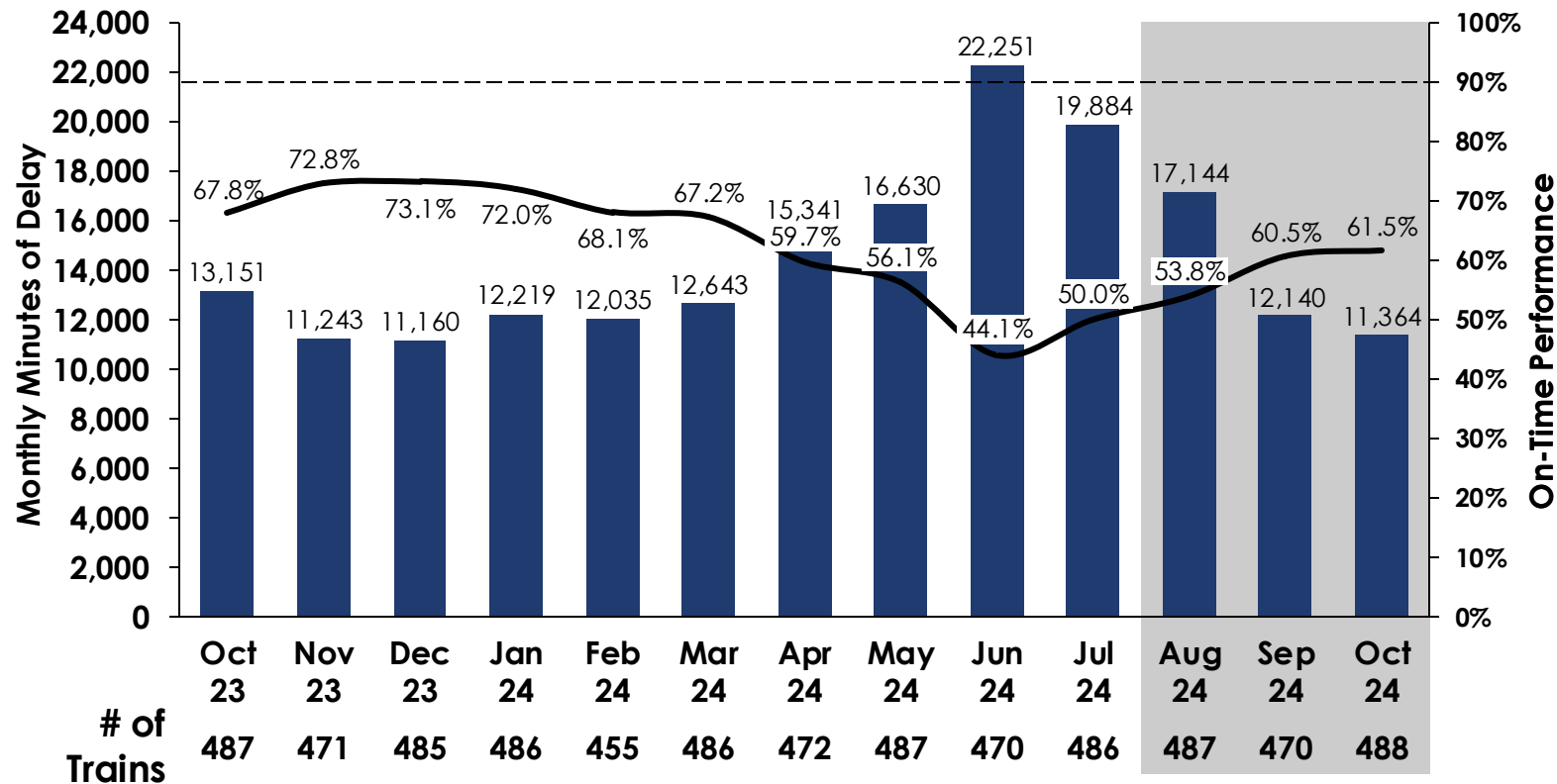
On-Time Performance by Train, Aug-Oct 2024

Top 5		Bottom 5	
322	100%	329	42.2%
324	98.4%	338	52.5%
300	98.4%	331	53.2%
301	90.6%	312	58.7%
303	90.5%	308	63.5%

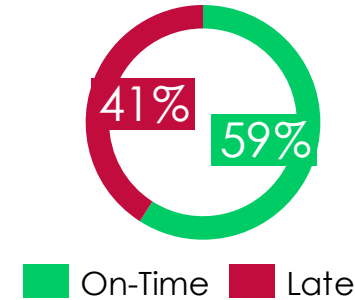
NE Regional Performance

Amtrak On-Time Performance: trains arrive at scheduled stop within 15 minutes of schedule

NE Regional All-Station OTP v. Delay Minutes (RF&P Corridor Only)^{1,2}



Aug-Oct 2024 All-Station On-Time Performance, Northeast Regional¹



Aug-Oct 2024 All-Station On-Time Performance by Train

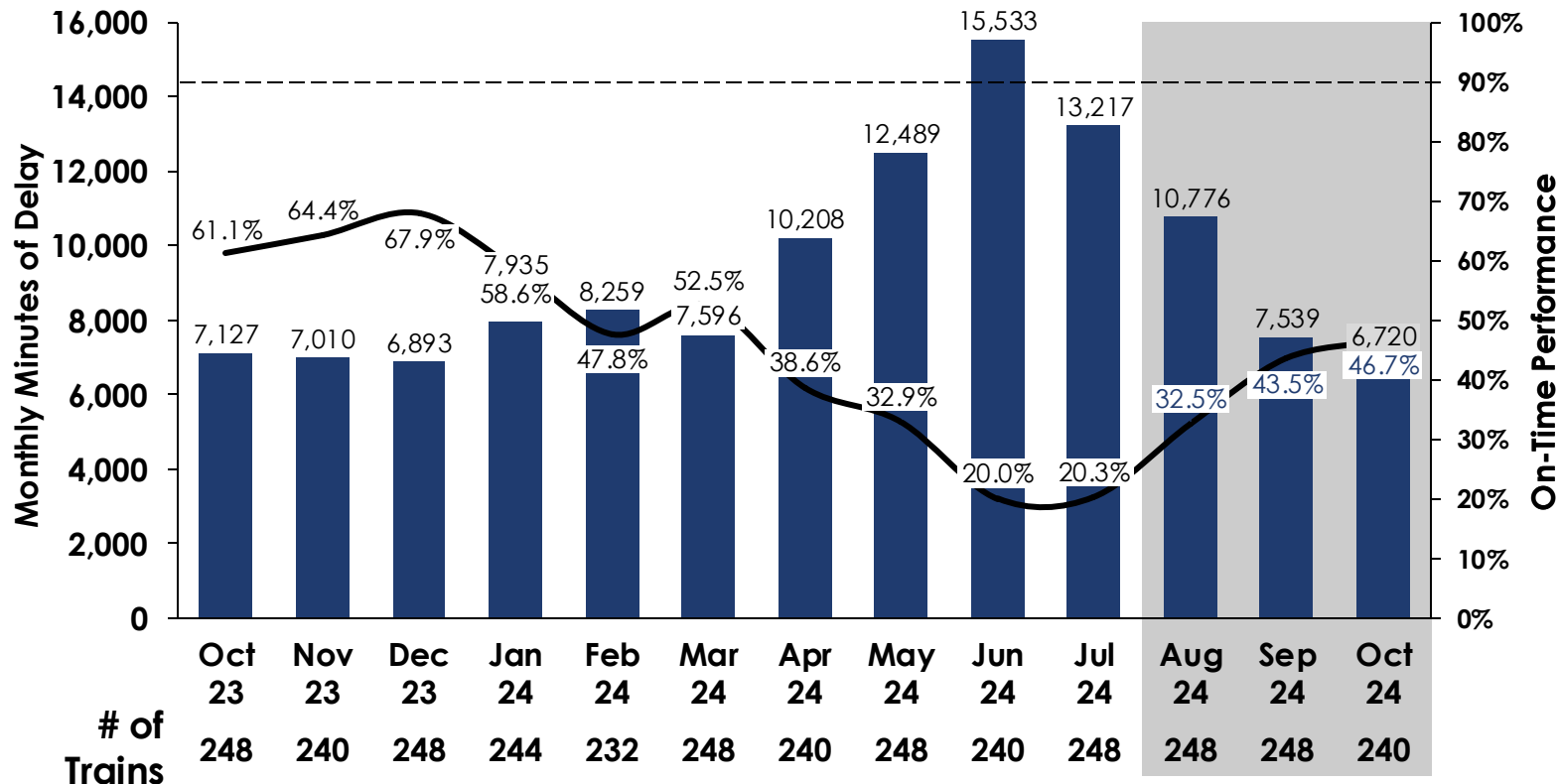
Top 5			Bottom 5		
147	to RNK	96.4%	93	to NFK	16.2%
164	from RVM	94.5%	141	to NFK	17.0%
84	from NFK	89.7%	87	to NFK	17.1%
82	from NFK	89.0%	125	to NPN	30.0%
86	from RVM	88.4%	157	to NFK	30.8%

(1) OTP does not include the NS Roanoke Corridor
(2) Delay minutes exclude NOD and all delays on NS

Long Distance Performance

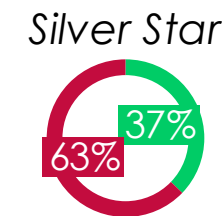
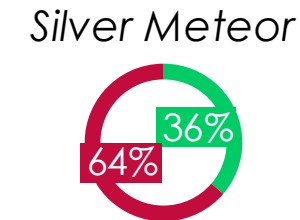
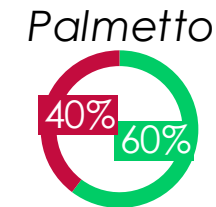
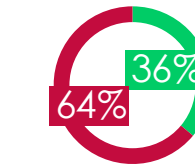
Amtrak On-Time Performance: trains arrive at scheduled stop within 15 minutes of schedule

Long Distance All-Station OTP v. Delay Minutes (RF&P Corridor Only)^{1,2,3}



- (1) OTP does not include the NS Roanoke Corridor
(2) Delay minutes exclude NOD and all delays on NS
(3) Long distance trains include Carolinian, Palmetto, Silver Meteor, and Silver Star trains

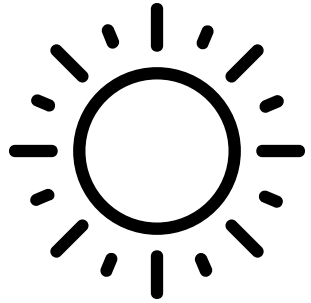
Aug-Oct 2024 All-Station OTP by Train



On-Time Late

Effective 11/10, Silver Star service was replaced by Floridian trains; SB trains operate ~80 minutes earlier

Updates on key delay areas and initiatives



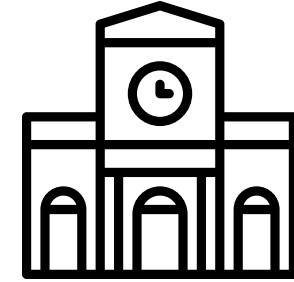
Summer Schedules

- Summer pilot schedule Memorial Day to Labor Day
- VPRA seeks to expand the pilot schedule for 2025



Planned Work

- Coordination of work outages and Service mitigation efforts.

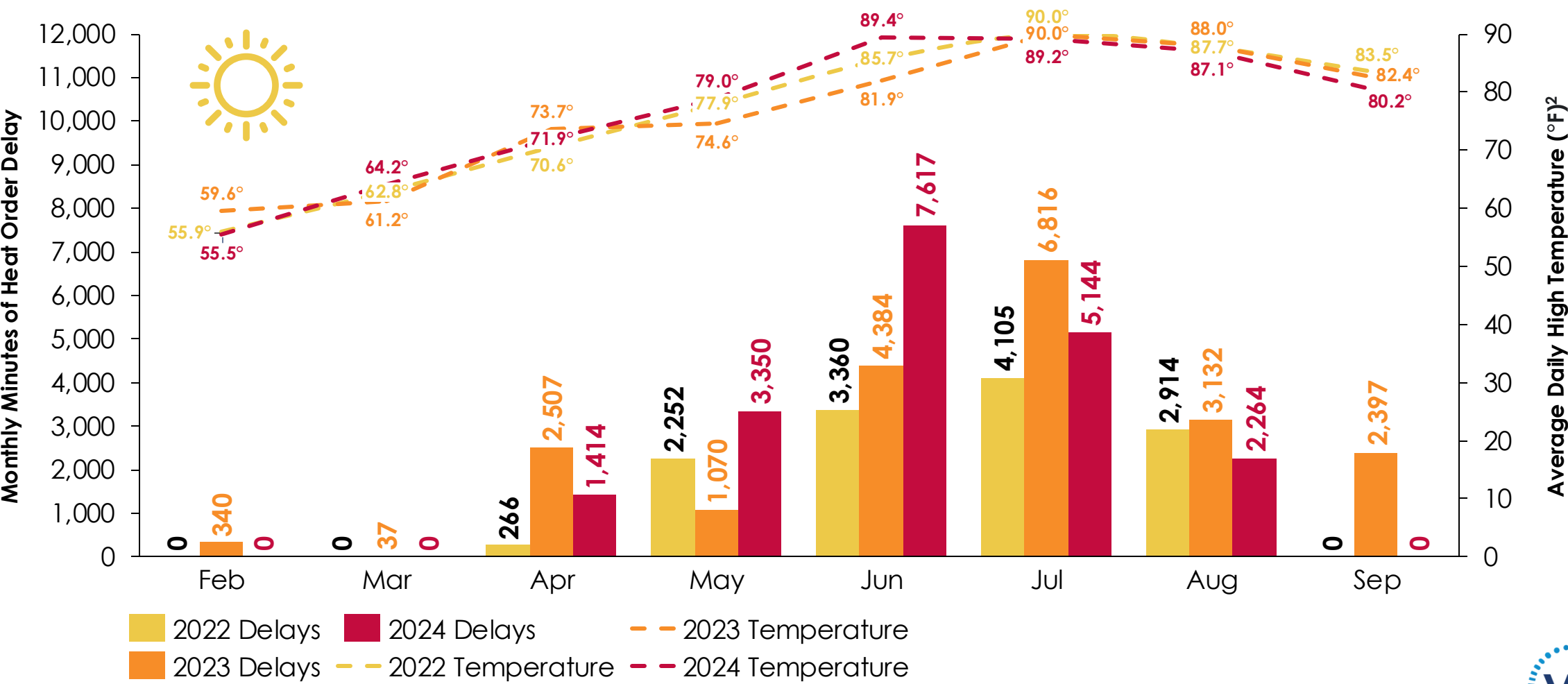


Washington Union Station

- Station delays are ongoing but have improved in recent months

A warm start to the summer led to a record number of heat order delay minutes, but temperatures have since settled back into recent trends

Monthly Minutes of Heat Order Delays¹



(1) All trains, Amtrak/CSX trackage only
(2) Temperature data from Richmond International Airport, average daily high temperature.

Summer schedule pilot was in effect from Memorial Day to Labor Day

Added time a function of:






- 50th percentile of incurred CSX heat orders during summer 2023-2024
- Amount of CSX recovery time already in the schedule
- Predicted improvement to all customer OTP
- Avoidance of long dwelling on non-heat order days
- Amount of scheduled time train travels on CSX between the 1:00pm-7:00pm heat order window

Train	Service	Operating Days	Remarks and Changes
138	from NFK	M-F	Add 10 minutes for CSX heat orders
158	from NFK	SaSu	Add 15 minutes for CSX heat orders
95	to NFK	M-F	Add 15 minutes for CSX heat orders
141	to NFK	M-F	Add 10 minutes for CSX heat orders
157	to NFK	Su	Add 10 minutes for CSX heat orders.
125	to NPN	M-F	Add 10 minutes for CSX heat orders
99	to NPN	SaSu	Add 9 minutes for CSX heat orders
186	from NPN	M-F	Add 5 minutes for CSX heat orders
124	from NPN	SaSu	Add 5 minutes for CSX heat orders
195	to RVM	SaSu	Add 5 minutes for CSX heat orders

Schedules were indexed to WAS arrival/departure times (no changes to any stations on Northeast Corridor)

Summer schedule pilot was in effect from Memorial Day to Labor Day

As a pilot program, we are monitoring several factors to determine success:

Success Metric	Success Measure	
Median ¹ heat order delay minutes per train	Decrease	
On-Time Performance per train	Increase	
Difference in OTP on heat order vs. non-heat order days	Decrease	
OTP-related Customer Service Index (CSI) scores	Increase	
Dwell times on non-heat order days	Minimal increase	

(1) Average was initially proposed, but median is more representative

Conclusions and Next Steps



- Trains in the summer pilot schedule had mitigated OTP decreases
- Trains not in the summer pilot experienced a greater loss of OTP due to heat delays

VPRA would like to continue and expand the pilot in Summer 2025 to include more trains

Interlocking construction at Washington Union Station required several weekend service changes in October/early November



- Three turnouts were replaced in Washington Union Station at the mouth of the First Street Tunnel
- 55-hour outages on weekends in October and early November
- Amtrak and VRE schedule adjustments were required, including truncating Amtrak trains at WAS without continuing to/from Virginia

Impacts to service in Virginia, weekends Fri 10/4-Mon 10/21

Friday	Saturday	Sunday	Monday																																																												
No schedule changes	<ul style="list-style-type: none">79 (to CLT): Cancelled south of WAS151 (to RNK): Cancelled south of WAS65² (to NPN): Cancelled south of WAS124 (from NPN): Cancelled south of WAS66 (from RNK): Cancelled south of WAS80 (from CLT): Cancelled south of WAS	<ul style="list-style-type: none">79 (to CLT): Cancelled south of WAS151 (to RNK): Cancelled south of WAS65² (to NPN): Cancelled south of WAS87 (to NFK): Cancelled south of WAS124 (from NPN): Cancelled south of WAS66 (from RNK): Cancelled south of WAS80 (from CLT): Cancelled south of WAS	<ul style="list-style-type: none">94 (from NFK): Cancelled south of WAS																																																												
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Highlighted cancellations were not in effect 10/11-14. These trains operated as scheduled.

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1. Includes trains originating/terminating at RVM. 2. Train 65 originates one day before shown here.

Impacts to service in Virginia, weekends Fri 10/25-Mon 11/4

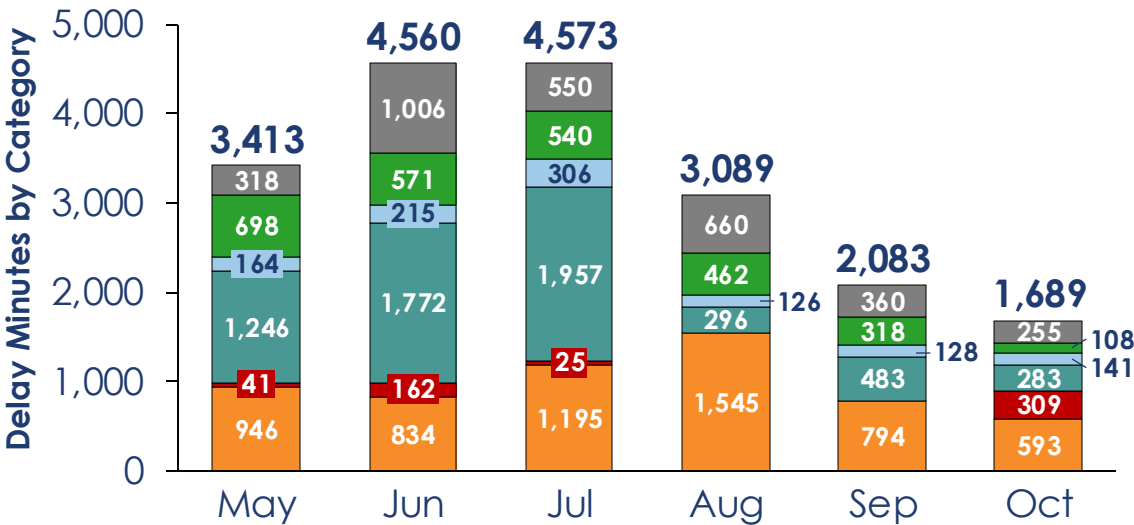
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Southbound delays at Washington Union Station Improving

Top 5 SB WAS Delay Categories (May-Oct), by Month¹



1. **SVS** Servicing

2. **SMW** Scheduled MOW

4. **PTI** Passenger Train Interference

3. **SYS** Crew or PTC Delays

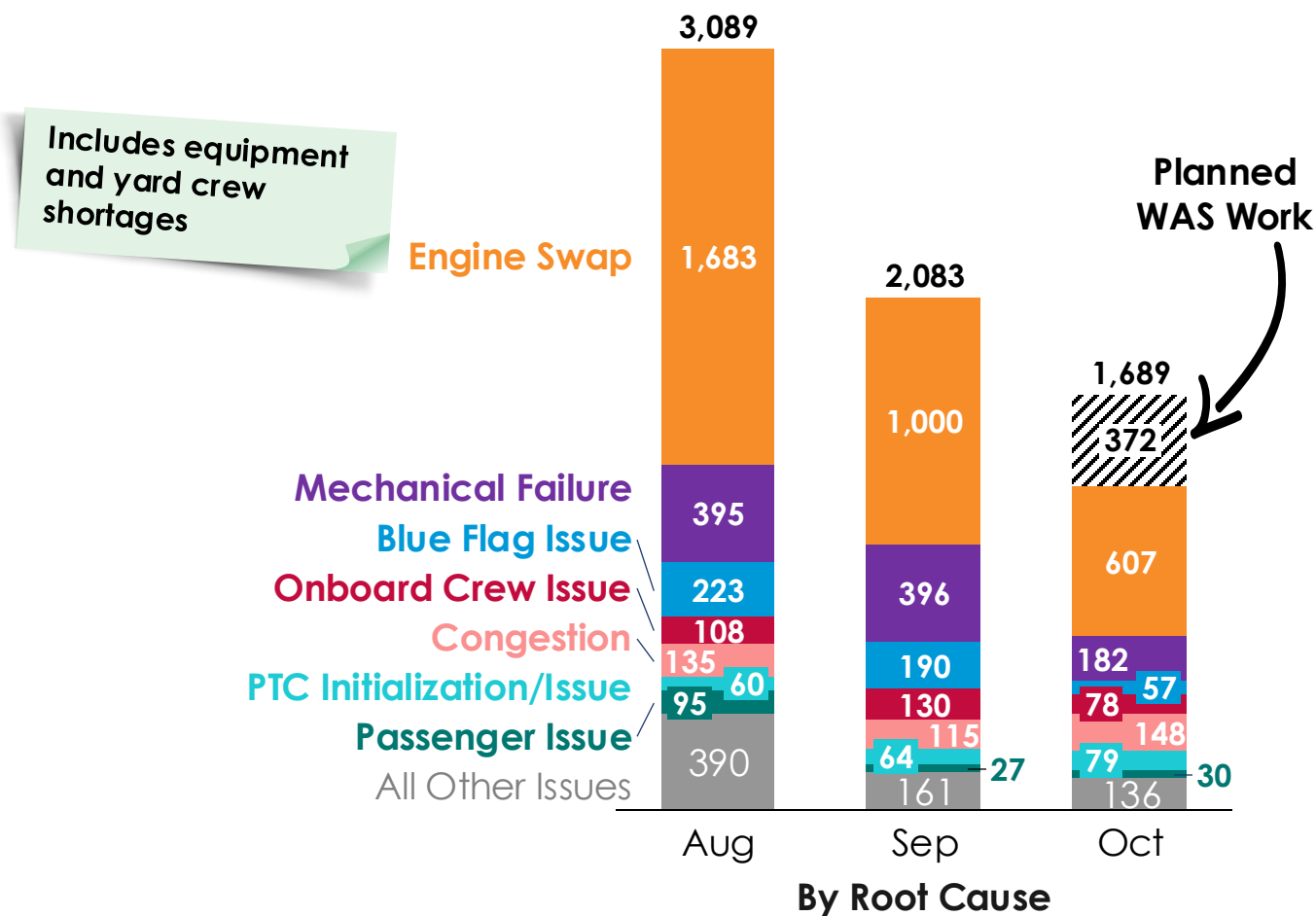
5. **ENG** Mechanical (Locomotive)

All Other Delays

(1) Excludes NOD and delays on the Cardinal and Crescent

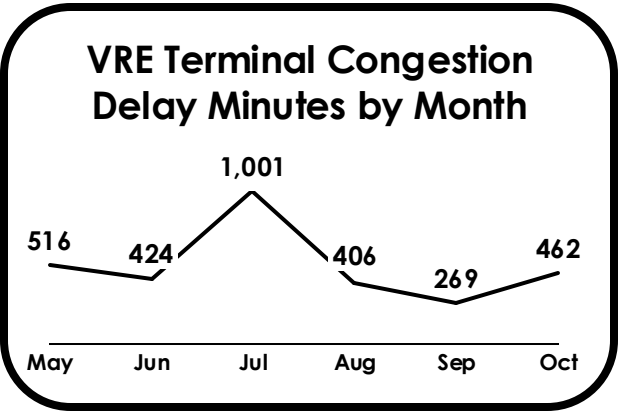
Engine swap delay minutes fell 41% month-over-month but still accounted for 1,000 minutes of delay in September

Southbound Delays¹ at Washington Union Station (WAS), August - October 2024

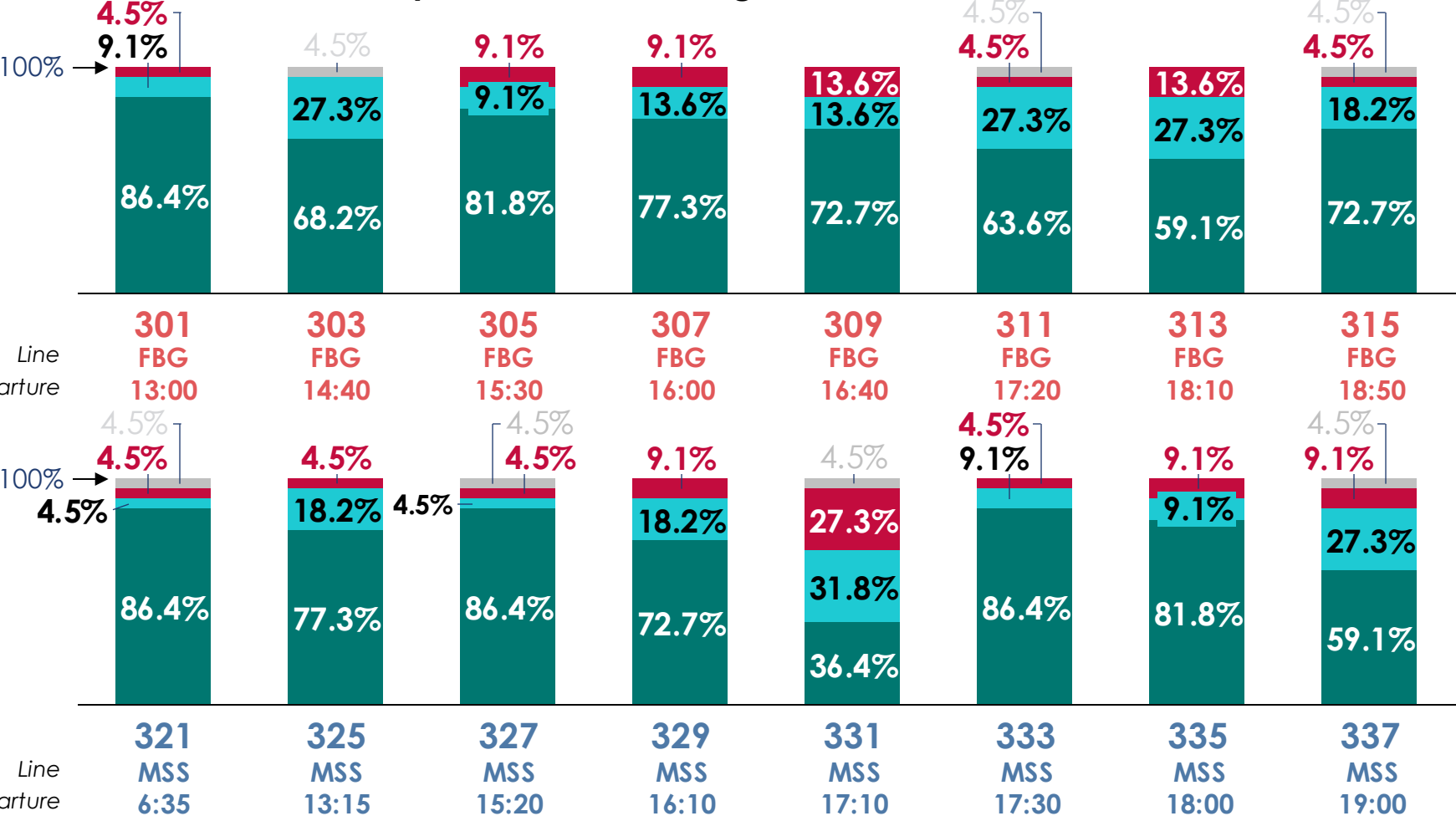


(1) Excludes NOD and delays on the *Cardinal* and *Crescent*

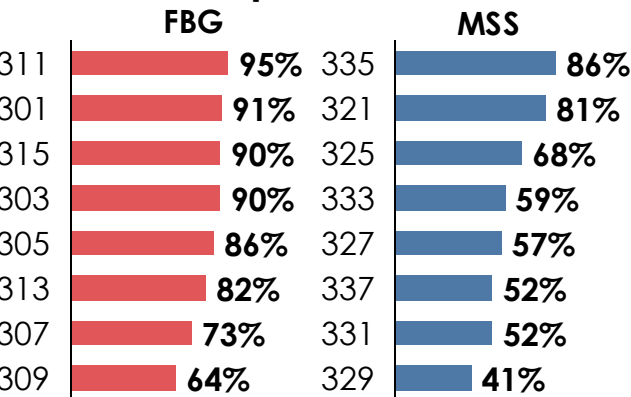
After falling since July, VRE terminal congestion delays rose again in October



Southbound VRE Departures at Washington Union Station, October 2024



Oct 2024 Southbound Endpoint OTP



Cancelled/Short Turn Late Departure (6+ min late) Delayed Departure (1-5 min late) On-Time Departure



Customer Service Standards

Goal: Ensure consistent service for our passengers



Customer Service Standards (CSS) Program

➤ The Why?

- VPRA-Amtrak Partnership Funding Agreement
- Consistent passenger experience

➤ The How?

- Existing Amtrak standards
- In consultation with Amtrak Subject Matter Experts
- VPRA Inspection Program
- Compliance Regime



Agreement Timeline

- March 6-8, 2024: Series of workshops with Amtrak SMEs
- August 1, 2024: VPRA signed the CSS Agreement
- November 6, 2024: Amtrak signed the CSS Agreement
- September 30, 2025: Grace Period ends
- October 1, 2025: Compliance Regime begins



Program Details

➤Seventeen Standards

- Technology
- Cleanliness
- Food & beverage
- Customer experience
- On-time performance

➤VPRA Inspection Program

- Minimum required quarterly inspections
- Monthly Reports
- Quarterly Non-Compliance Determination
- Informal feedback - “Ideas Bank”

Program Details

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Standard 15, Onboard Restroom Cleanliness:

“On originating trains at NFK, NPN, RVM & RNK, the VPRA Inspector boards equipment prior to passenger boarding and inspects all restrooms. On Southbound trains at WAS, the inspector should observe WAS mechanical crews boarding trains and refreshing restrooms before departure. In cases of unclean conditions, the inspector will notify the conductor and ensure the restroom is locked and an out-of-order sign is placed on the restroom door. The inspection report will document train dwell time at WAS and/or other extenuating circumstances.”

Compliance Regime

➤ **Grace Period**

- Penalty-free implementation period

➤ **Staying Relevant**

- Ability to add 'supplemental' standards if desired
- Ability to modify standards once a year

➤ **Dispute Resolution**

- Data-backed inspection reports
- Regular feedback to Amtrak SMEs
- Work with Amtrak SMEs to resolve recurrent issues
- Ability to dispute Non-Compliance finding

Compliance Regime

➤ Grace Period

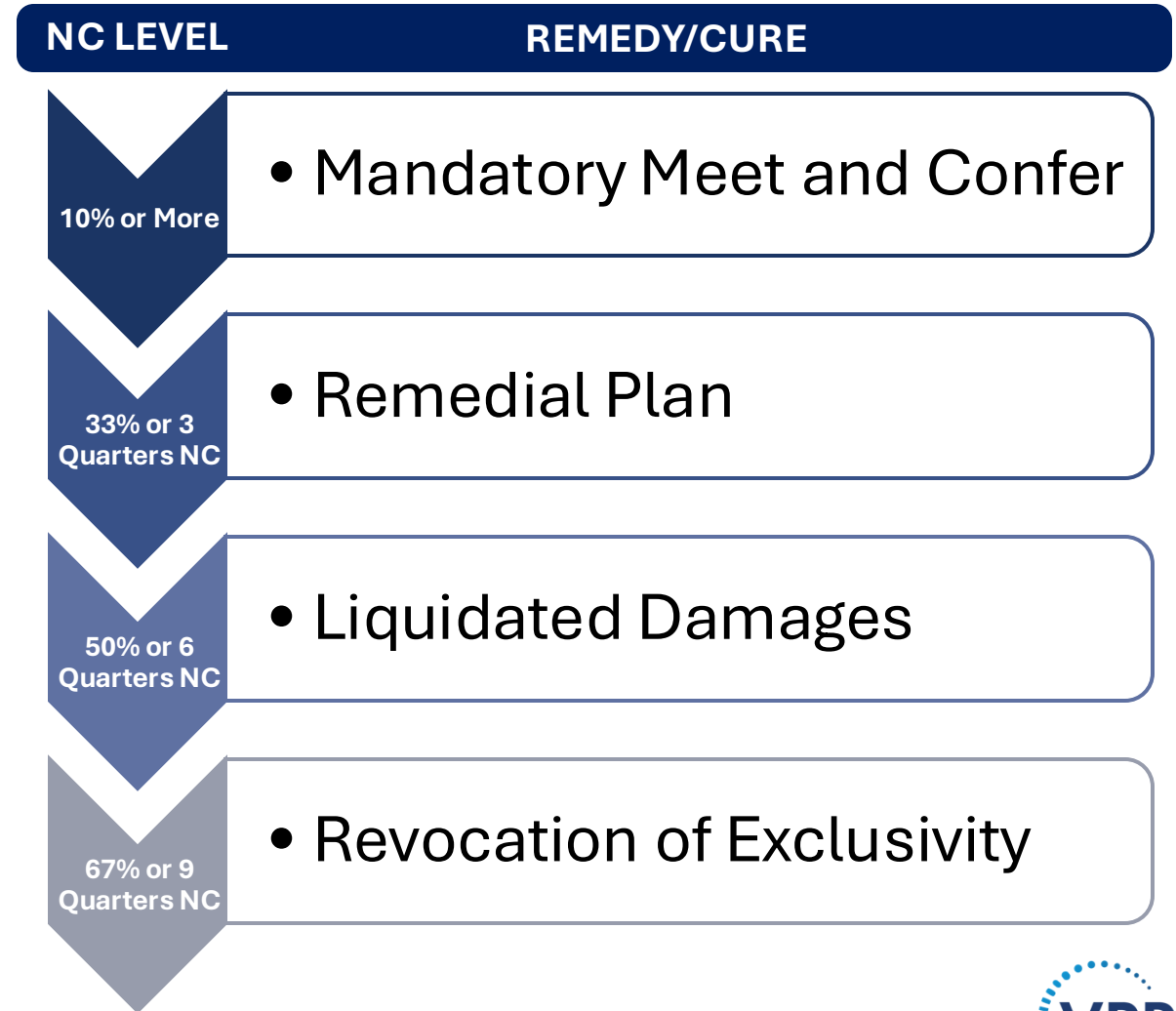
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COMMONWEALTH of VIRGINIA

Virginia Passenger Rail Authority

DJ Stadler
Executive Director

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Richmond, Virginia 23219

(804) 303-8700
www.vpra.virginia.gov

April 22, 2024

RE: Amtrak and Virginia Partnership on State-supported Services

Let's start with an introduction: The Virginia Passenger Rail Authority (VPRA) is the agency that sponsors the Commonwealth's state-supported Amtrak services, which includes trains operating between Washington, D.C. and Roanoke, Norfolk, Newport News, and Richmond. Through our Amtrak Virginia partnership, we want to collaborate with front-line employees and managers to ensure we are able to provide the highest quality service to our passengers.

Thank You. We recognize it takes a steadfast commitment to operate Amtrak trains, provide customer service, maintain the highest safety standards, and ensure facilities meet the expectations of our customers.

To that end, VPRA and Amtrak are initiating a series of Customer Service Standard metrics to monitor, evaluate, and improve our customers' overall experience. These metrics are no more or no less than what is already established by Amtrak's own service standards. As VPRA staff work with Amtrak managers to finalize metrics and protocols, all Virginia Amtrak station staff, OBS, and T&E members should expect to see VPRA's Service Performance Senior Manager, Brian Sawyer, at Virginia stations or onboard Virginia trains. The purpose is to observe the overall service and gain insight from each of you regarding how we carry out the Amtrak standards of service and what additional resources or attention may be needed to ensure we are able to provide our passengers the level of service they deserve.

When traveling, Brian will introduce himself, answer any questions you may have, explain the purpose of the visit or ride, and discuss any specific aspects of the service that he will be reviewing. He'll work to stay out of the way of you performing your work; however, while at the station or onboard trains, he will need to review, among other aspects of service:

- Restroom cleanliness
- Café Service
- PA and Wi-Fi system functionality
- Station and Onboard Announcements
- Station Dwell Time & Activity (will detrain to observe at certain stops en route)

This program intends to focus on what the customer experiences, and to find opportunities to improve it or make it more consistent. It is not intended as a punitive effort on individuals. We are looking for positive interactions and successes as well as opportunities. We encourage you to communicate with Brian and share your insights. Observations will be provided to appropriate Amtrak managers for

discussion. We welcome feedback from Amtrak employees on our observations to ensure we understand and appreciate the daily challenges of providing outstanding customer service, as well as any ideas on how those challenges can be overcome.

The first year of the program will focus on collecting information and learning lessons as we adjust metrics. Each year, we have the ability to adjust metrics to ensure we align with Amtrak's current standards and collect meaningful information for both VPRA and Amtrak.

In addition to Brian Sawyer regularly riding Amtrak Virginia services, many VPRA staff rely on Amtrak for business and personal travel.

We look forward to meeting you and working together to ensure Amtrak Virginia service is among the best Amtrak offers.

Sincerely,

DJ Stadler
VPRA

Gerhard Williams
Amtrak



Next Steps

- VPRA will begin sharing monthly and quarterly inspection reports
- VPRA and Amtrak teams will jointly...
 - Brief front-line managers, train crew, and station staff about the standards
 - Monitor performance through the grace period
 - If needed, adjust the standards before October 1, 2025

Continuous Improvement

- Real-time Feedback

Sent: Tuesday, September 10, 2024 8:12 AM

Sent: Tuesday, September 10, 2024 3:36 PM

Good morning Seth & Micheal... FYI: I'm on 174 this morning to WAS and the WIFI has not been working even after the crew has reset the control box a few times.

Can you also let me know what car number you are sitting in (# is on the doors at the end of each car).
I can see the café is online, but the device could and throughput don't look like they should. Again, will update ASAP.

Yes... I'm currently in car number 43369, the cafe.

Issue is now resolved. Our vendor discovered an IP conflict between switches that they were able to resolve remotely. The train is performing correctly now and our vendor is having their Boston FSE inspect Wi-Fi in person later tonight for further checks.

Thanks again for reporting the issue,



Cafe opened immediately after power was restored prior to leaving WAS

Tuesday • Sep 10, 2024 • 12:50 PM [Adjust](#)



153: All restrooms refreshed and trash removed at WAS.

Saturday • Sep 7, 2024 • 12:13 PM [Adjust](#)



Assisting paxs board at FBG

Monday • Jul 22, 2024 • 8:28 AM [Adjust](#)



Thank you!