



Service Performance

Overview

On-Time Performance

Performance Initiatives

New Equipment and Service Facilities

Rider Program

Passenger Routes



Virginia State-Supported Services

- Washington-Roanoke (Route 46)
- Washington-Newport News (Route 47)
- Washington-Norfolk (Route 50)
- Washington-Richmond (Route 51)

Host Railroads

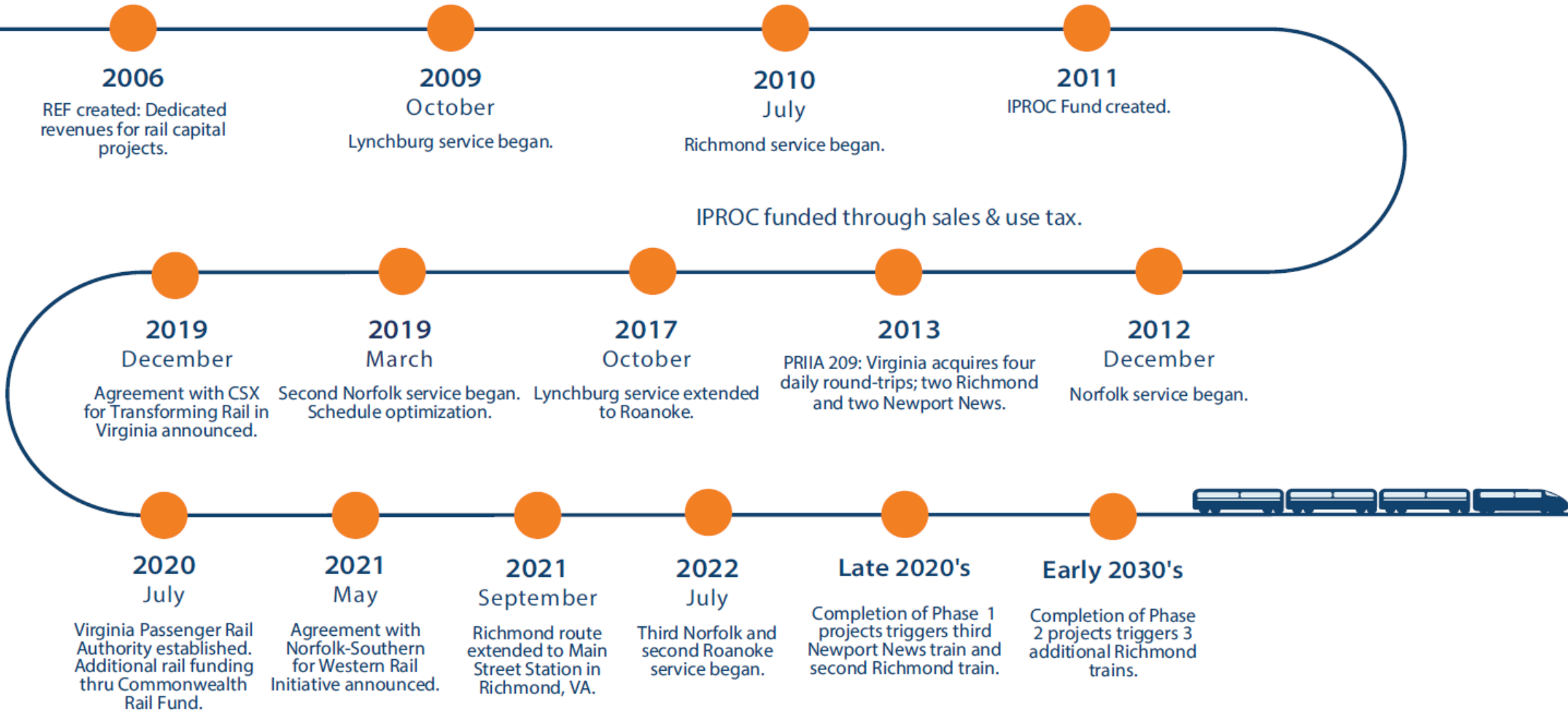
- CSX** - CSX Transportation
- NS** - Norfolk Southern
- BBRR** - Buckingham Branch
- Passenger Station

Other Services

- Other Amtrak State-Supported
- Amtrak Long-Distance
- VRE Commuter Rail
- - - Thruway Bus



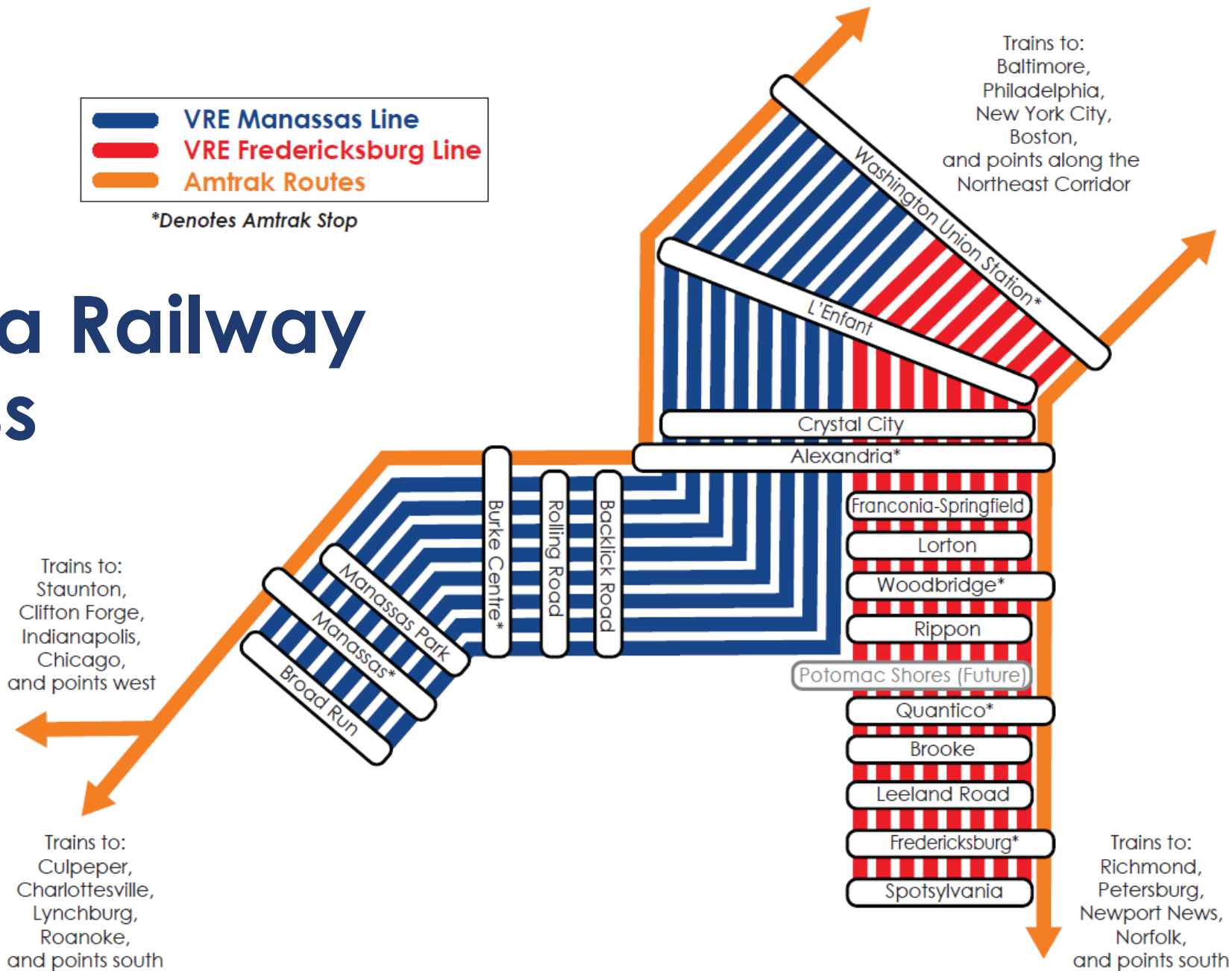
Virginia Passenger Rail Milestones



Virginia Railway Express



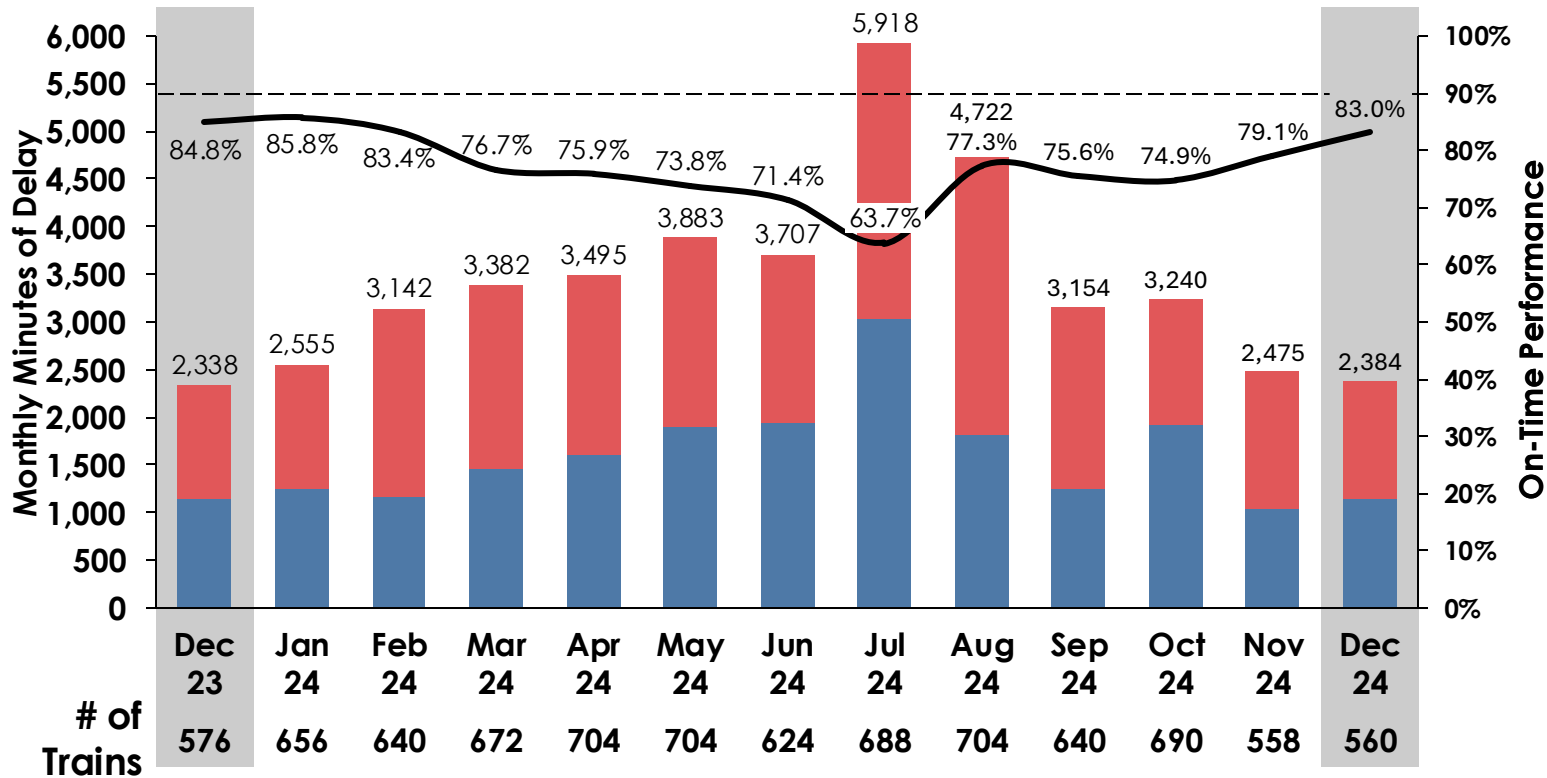
*Denotes Amtrak Stop



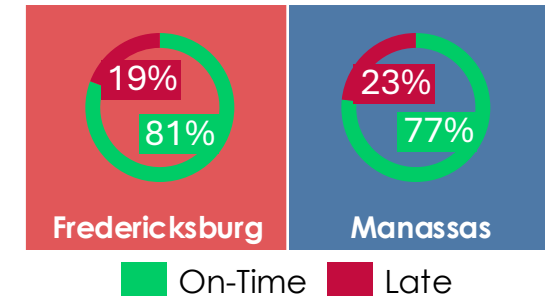
VRE Performance

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

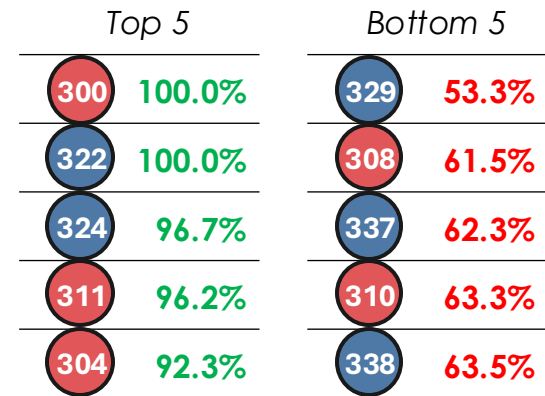
VRE Last Station OTP and Delay Minutes



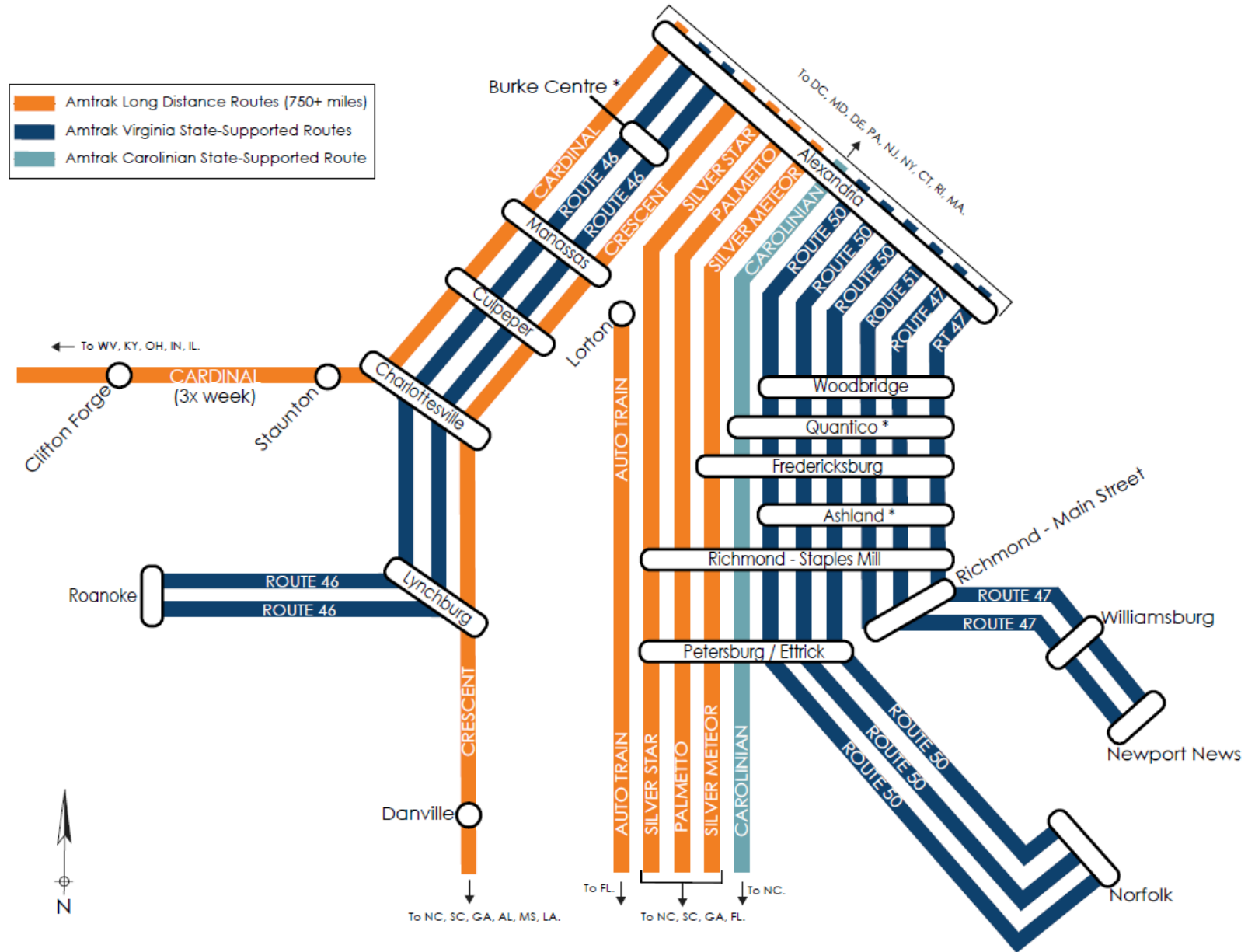
Endpoint On-Time Performance, Oct-Dec 2024



On-Time Performance by Train, Oct-Dec 2024



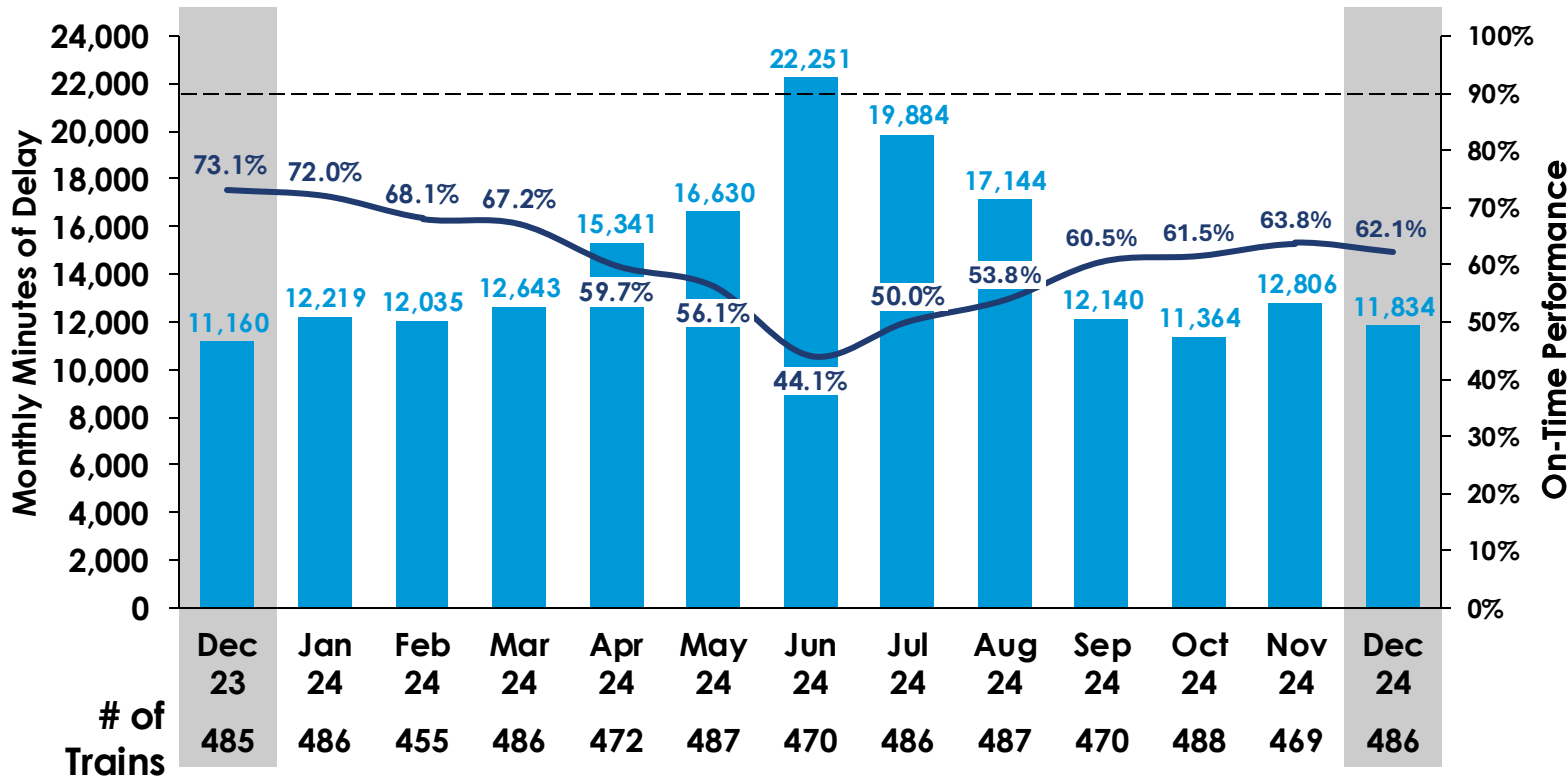
Amtrak Routes



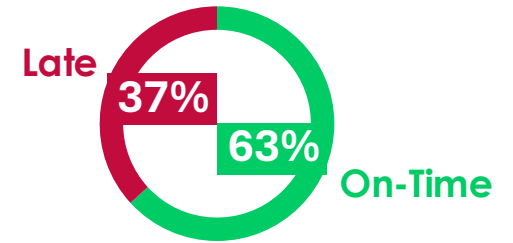
Amtrak Regional Performance

Amtrak OTP: trains arrive at each scheduled stop within 15 minutes of schedule

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



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



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

Top 5			Bottom 5		
82	from NFK	92.9%	141	to NFK	27.4%
174	from NPN	90.1%	125	to NPN	31.4%
156	from RNK	89.7%	87	to NFK	33.3%
84	from NFK	89.4%	93	to NFK	35.8%
147	to RNK	86.7%	157	to NFK	37.3%

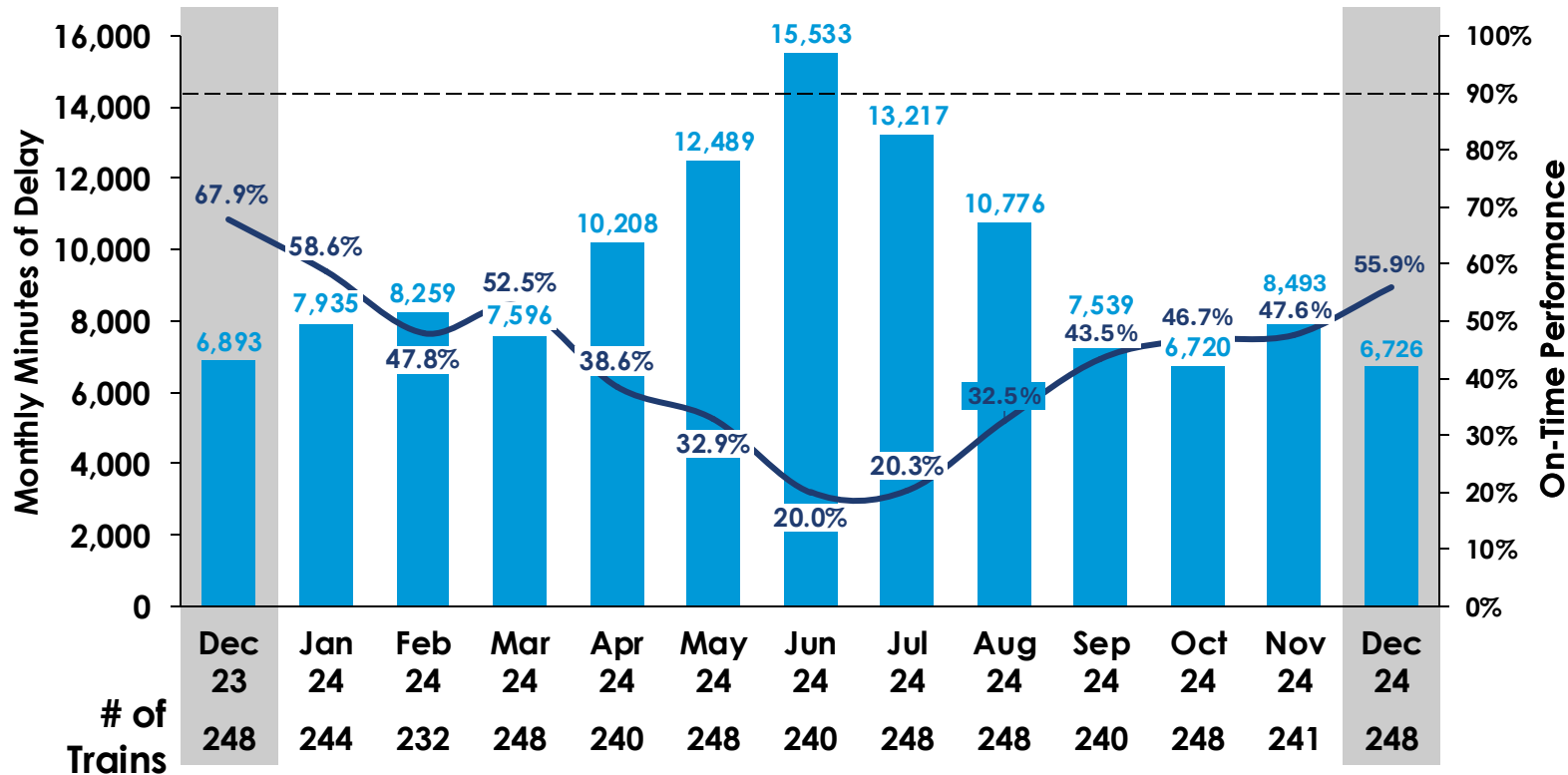
(1) OTP excludes OTP on NS Roanoke corridor.
 (2) Delay minutes exclude NOD and all delays on NS.



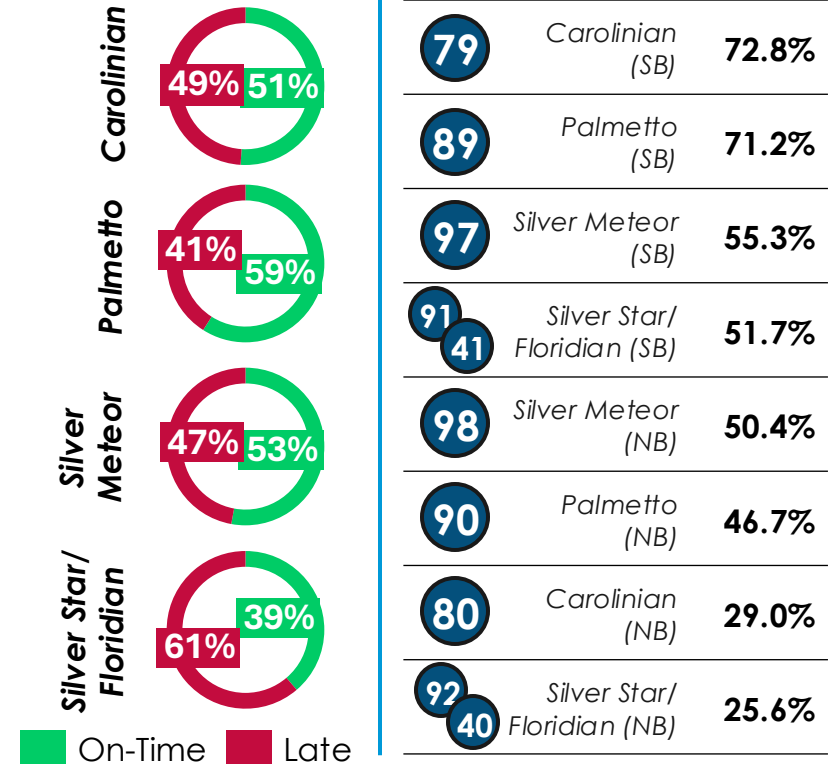
Amtrak Long-Distance Performance

Amtrak OTP: trains arrive at each scheduled stop within 15 minutes of schedule

Amtrak Long-Distance All-Station OTP and Delay Minutes (RF&P Only)^{1,2}



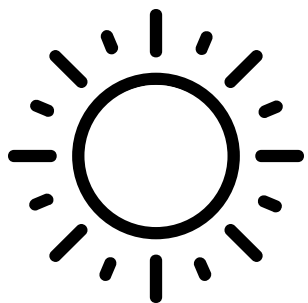
Oct-Dec 2024 All-Station On-Time Performance, Long-Distance¹



(1) OTP excludes OTP on NS Roanoke corridor.
 (2) Delay minutes exclude NOD and all delays on NS.

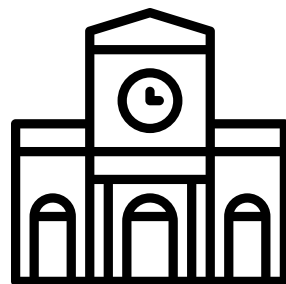


Updates on key delay areas and initiatives



CSX Heat Orders

- Summer pilot schedules will be expanded for Summer 2025 to include additional trains



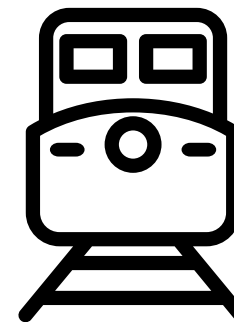
Delays at WAS

- Noticeable ongoing decreases in delay minutes at WAS
- WAS remains the top location for delays for Virginia service



Planned Work

- A-Interlocking work outages in fall were generally smooth
- Additional planned outages affecting service will occur in early 2025

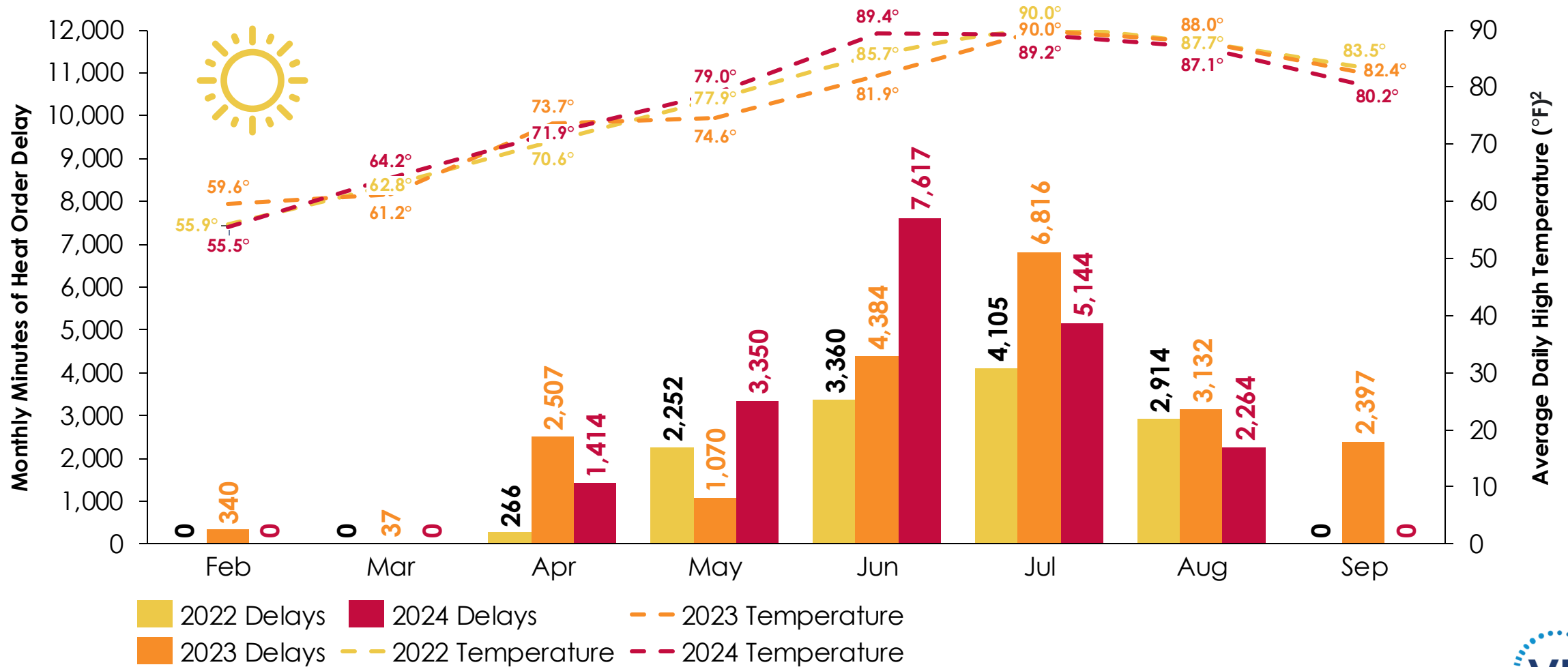


Service Changes

- *Floridian* trains 40/41 replaced *Silver Star* trains 91/92 on November 10
- Monitoring high-ridership train performance

Over the past three years, heat order delay minutes peak in June & July

Monthly Minutes of Heat Order Delays¹



(1) All trains, Amtrak/CSX trackage only

(2) Temperature data from Richmond International Airport, average daily high temperature.

Expanding the summer schedule pilot for 2025

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	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	SaSu	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
94	from NFK	M-F	TBD (new for 2025)
157	to NFK	Su	TBD (new for 2025)

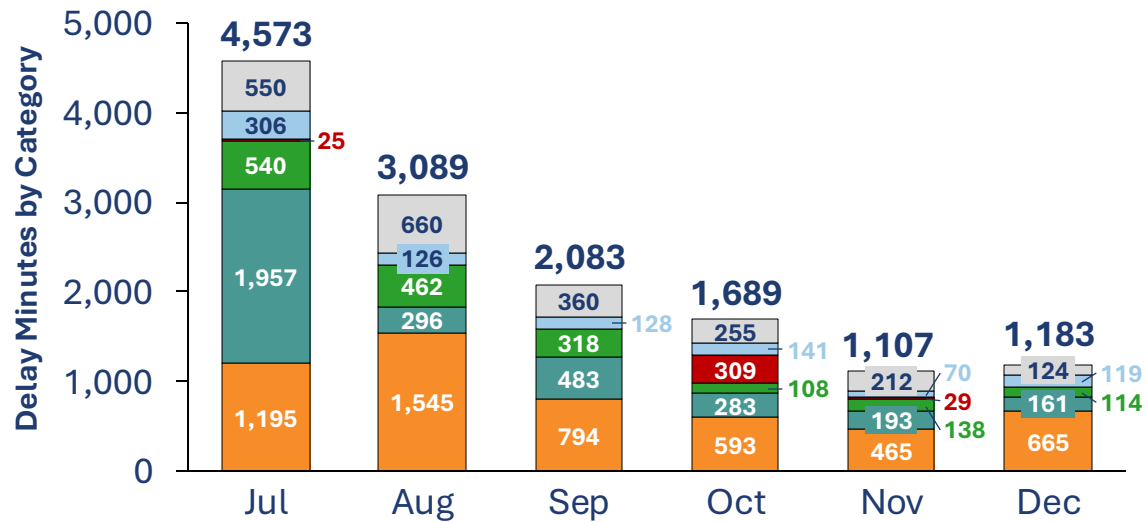
VPRA is currently working with Amtrak and CSX to finalize schedules to be in effect from Memorial Day-Labor Day

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



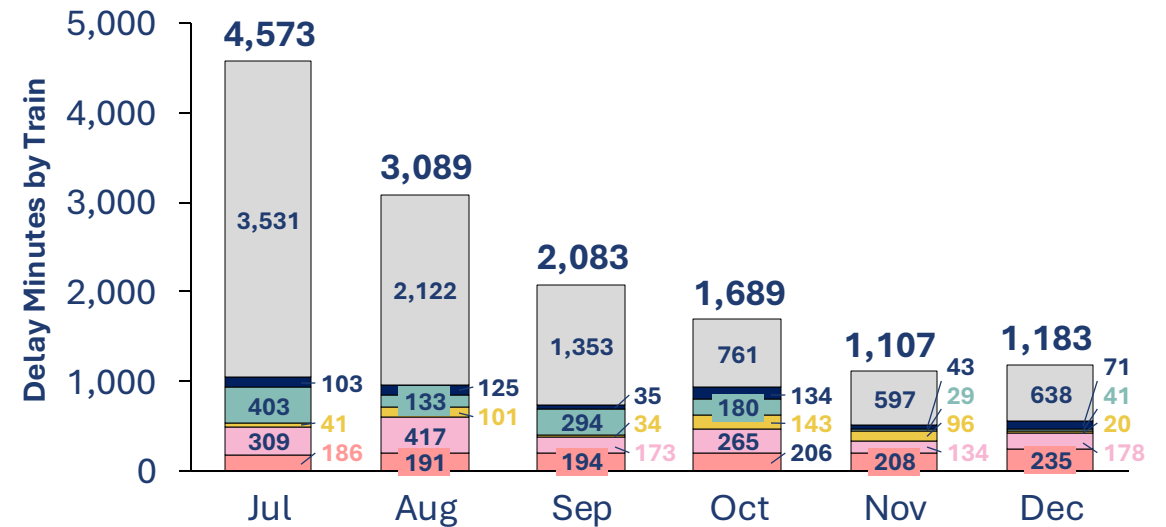
Monthly delays at WAS fell 74% from July to December

Top 5 SB WAS Delay Categories (Jul-Dec), by Month¹



- Oct-Dec Top 5
- 1. **SVS** Servicing
 - 2. **SYS** Crew or PTC Delays
 - 3. **ENG** Mechanical (Locomotive)
 - 4. **SMW** Scheduled MOW Work
 - 5. **PTI** Amtrak Train Interference
 - All Other Delays**

Top 5 Delayed Trains (Jul-Dec), by Month¹



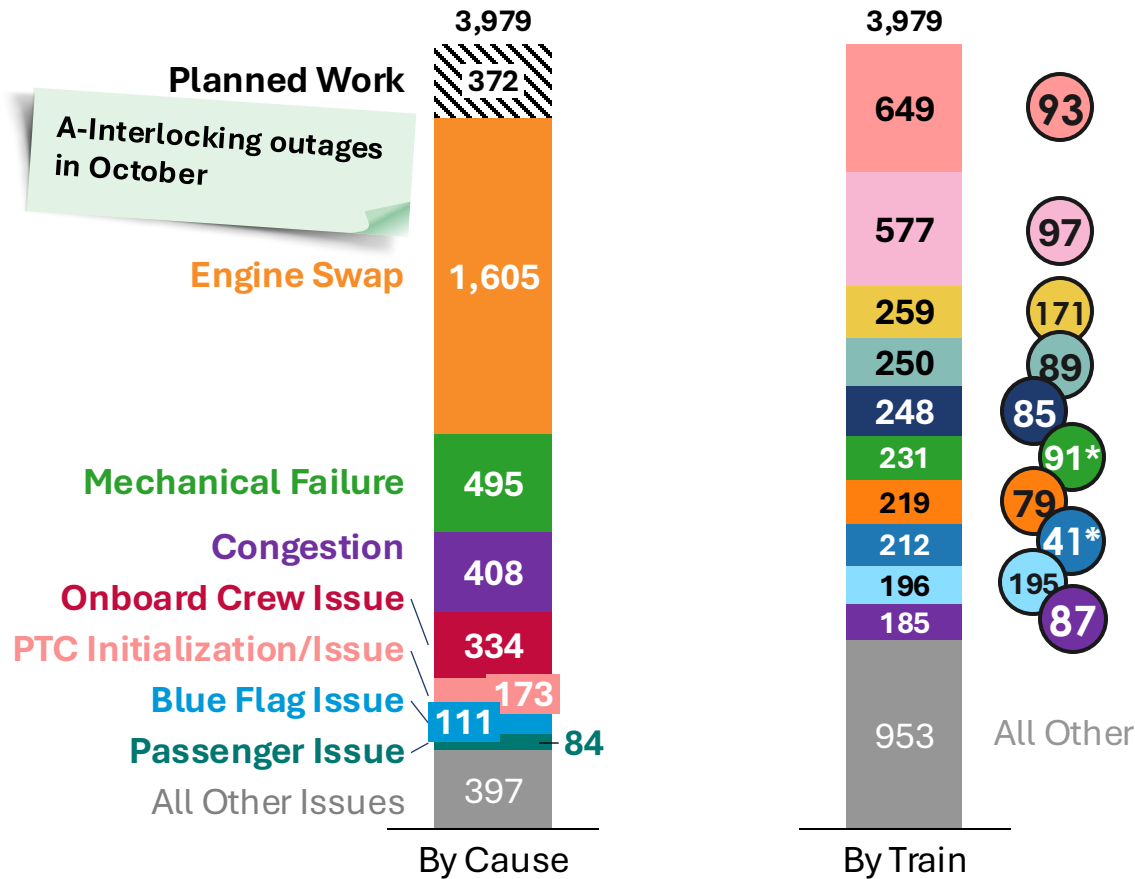
- Oct-Dec Top 5
- 1. **93** **Northeast Regional** Southbound to NFK (M-F)
 - 2. **97** **Silver Meteor** Southbound to MIA
 - 3. **171** **Northeast Regional** Southbound to RNK (M-F)
 - 4. **89** **Palmetto** Southbound to SAV
 - 5. **85** **Northeast Regional** Southbound to RVM (M-F)
 - All Other Trains**

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



Engine swaps continue to make up the largest share of delay minutes for southbound trains but significantly improved since the summer

Southbound Delays¹ at Washington Union Station (WAS), Oct-Dec 2024



Key themes that show up in the delay remarks:



Late engine swaps; Switch/setout of cars and locomotives



Crews arriving on late trains



Mechanical and PTC issues



Terminal congestion and train interference

The issues above are compounded by:



Switch and signal reliability issues

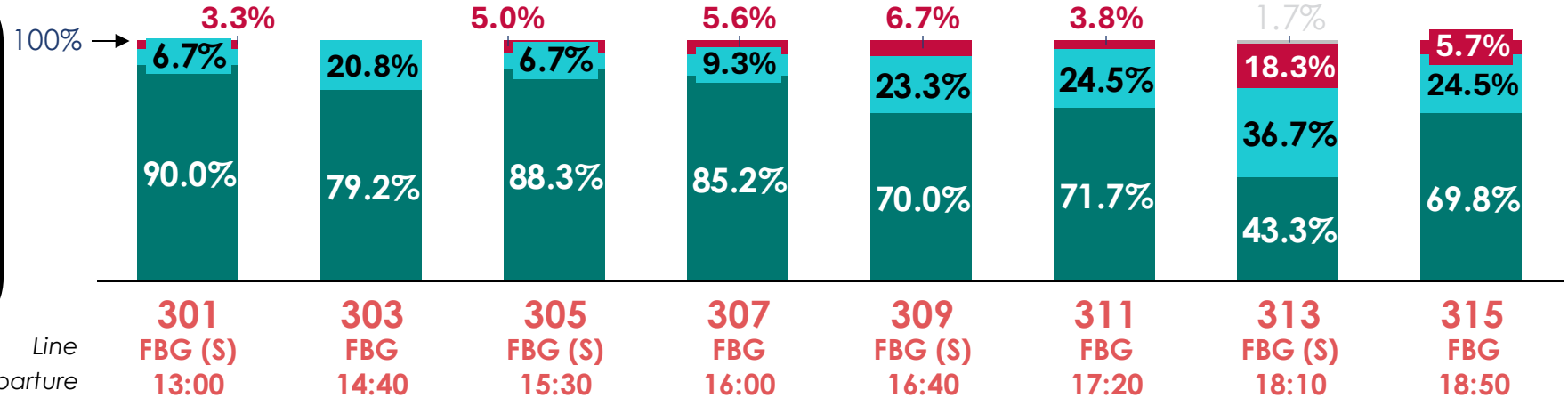
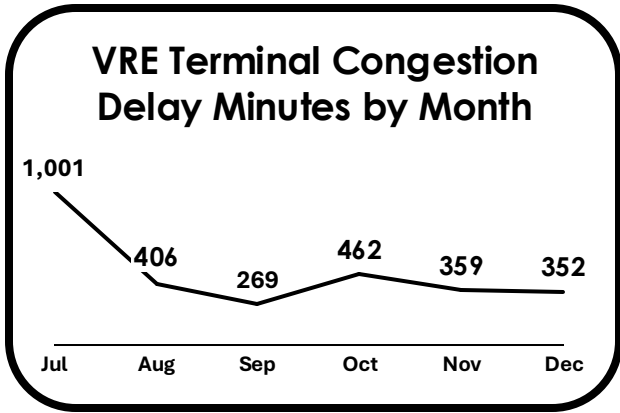


Blue flag procedures

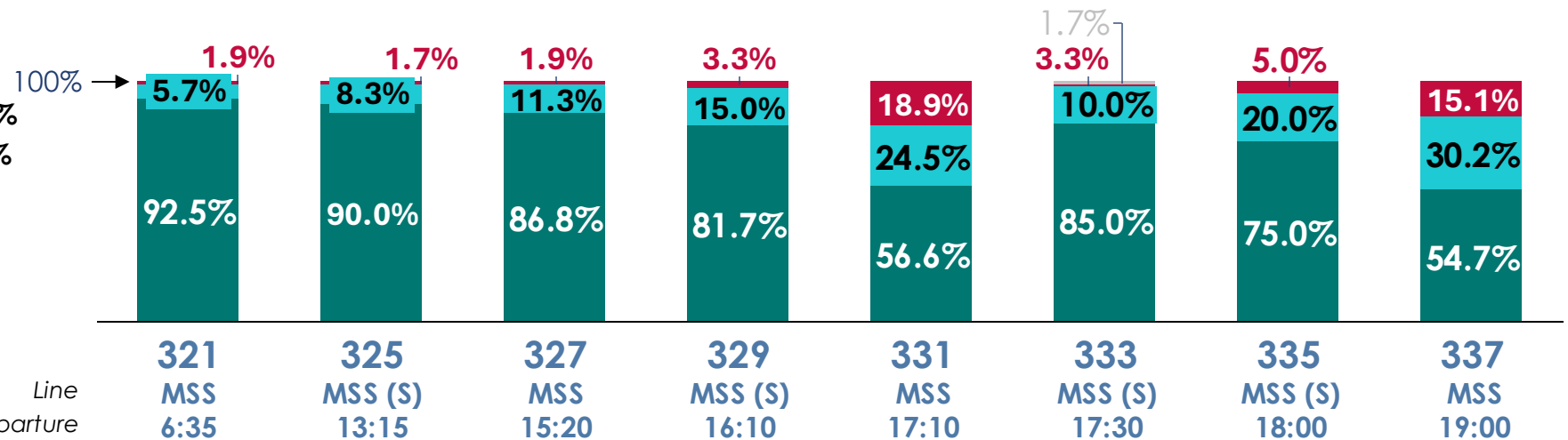
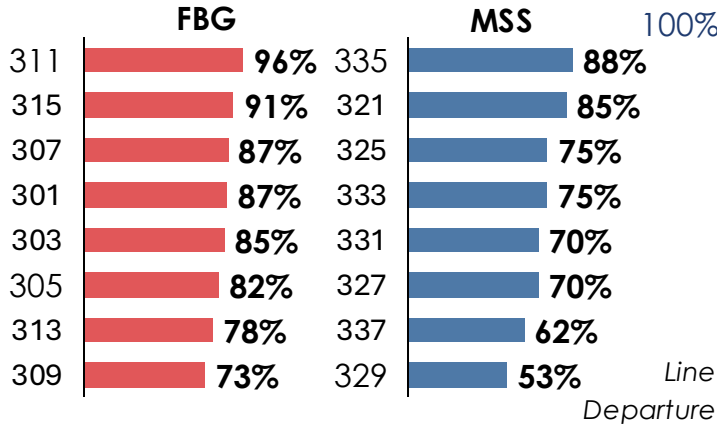
(1) Excludes NOD and delays on the *Cardinal* and *Crescent*
 * Train 41 (Floridian) replaced Train 91 (Silver Star) on November 10.

Terminal congestion issues continue for VRE trains, especially in the PM

Southbound VRE Departures at Washington Union Station, Oct-Dec 2024



Oct-Dec 2024 Southbound Endpoint OTP



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

Interlocking construction at Washington Union Station will require weekend outages in early 2025



- Switch work will affect some weekend Amtrak Virginia Trains
 - No anticipated impact to VRE
- Impacted weekends:
 - January 31-February 3
 - February 22-23
 - March 8-9
 - May 16-19 (tentative)
- VPRA will continue to work with Amtrak to provide customer communications in advance of any service changes

Service Impacts in Virginia for selected weekend outages

Friday					Saturday					Sunday					Monday				
No schedule changes					<ul style="list-style-type: none"> • 65² (to NPN): Cancelled south of WAS • 151 (to RNK): Cancelled south of WAS • 124 (from NPN): Cancelled south of WAS • 66 (from RNK): Cancelled south of WAS 					<ul style="list-style-type: none"> • 65² (to NPN): Cancelled south of WAS • 151 (to RNK): Cancelled south of WAS • 124 (from NPN): Cancelled south of WAS • 66 (from RNK): Cancelled south of WAS 					No schedule changes				
	RNK	NPN ¹	NFK	LD		RNK	NPN ¹	NFK	LD		RNK	NPN ¹	NFK	LD		RNK	NPN ¹	NFK	LD
NB	●●	●●●	●●●●	●●●●●	NB	●●	●●●	●●●●	●●●●●	NB	●●	●●●	●●●●	●●●●●	NB	●●	●●●	●●●●	●●●●●
SB	●●	●●●	●●●●	●●●●●	SB	●●	●●●	●●●●	●●●●●	SB	●●	●●●	●●●●	●●●●●	SB	●●	●●●	●●●●	●●●●●

Impacted weekends:

- 1/31 - 2/3
- 3/7 - 3/10
- 5/16 - 5/19 (tentative)

(1) Includes trains originating/terminating at RVM.

(2) Train 65 originates at BOS one day earlier than shown here.

The *Floridian* started service on Nov. 10, replacing the *Silver Star*

Oct-Dec 2024 Station



Station Name	Caro
Washington Union Station	32
Alexandria	23
Woodbridge	
Quantico	26
Fredericksburg	26
Ashland	
Richmond Staples Mill Road	45
Richmond Main Street	
Williamsburg	
Newport News	
Petersburg	21
Norfolk	

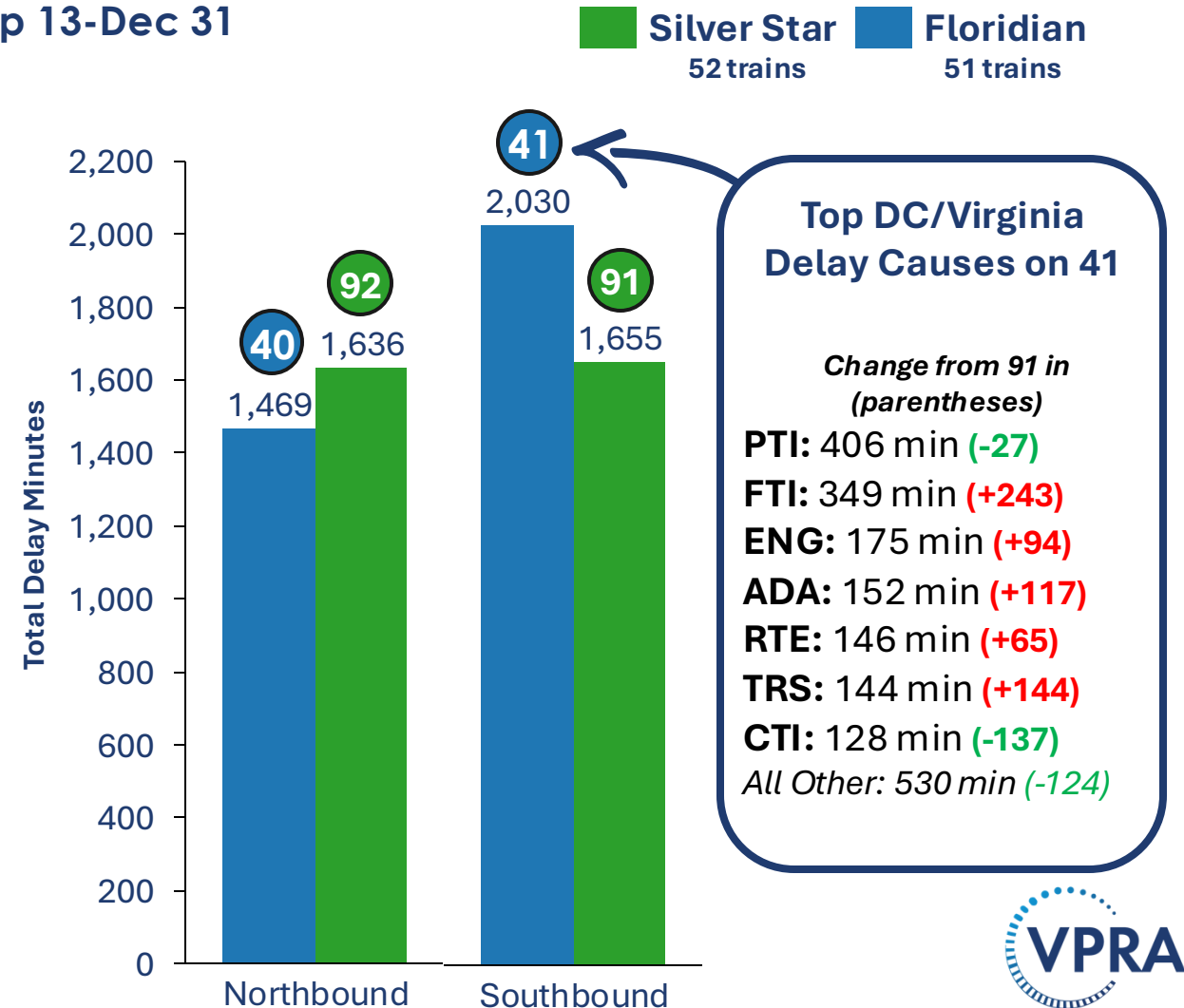
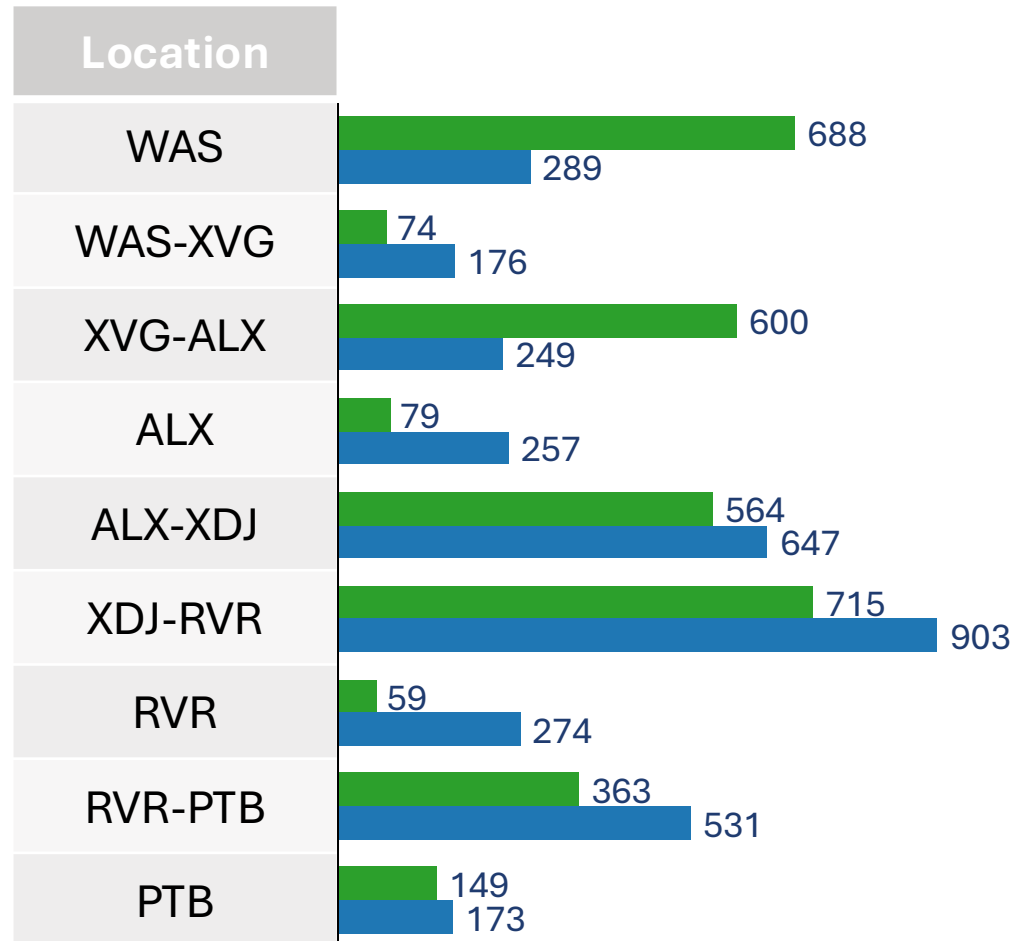
Floridian	Southbound			Silver Star
	NE Regional	Palmetto	Silver Meteor	
62%	69%	80%	70%	89%
50%	50%	70%	57%	68%
	37%			
	33%			
	40%			
	42%			
38%	44%			39%
	51%			
	53%			
33%	58%			42%

Despite both arriving WAS about 2 minutes behind schedule, median *Floridian* southbound trains arrived ALX 4 minutes later than *Silver Star* trains did (14.5 min vs. 10.5 min) despite not needing to swap locomotives at WAS



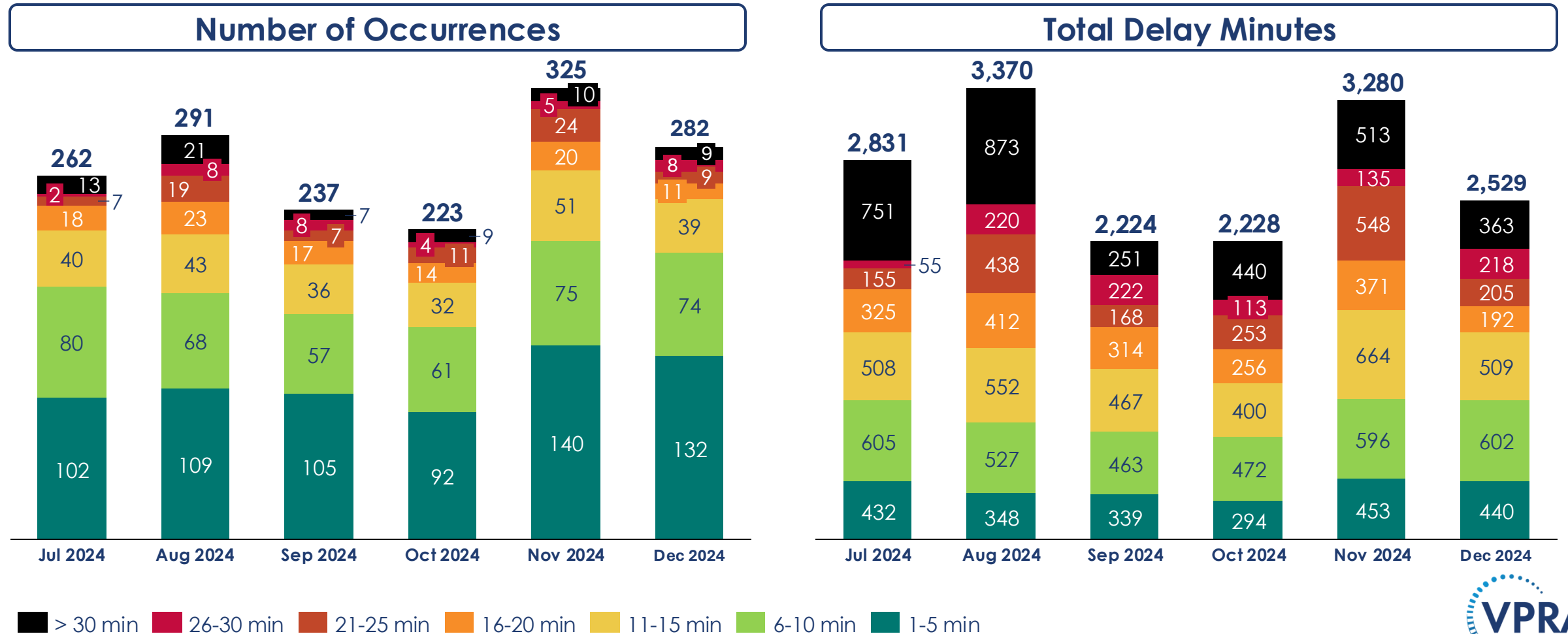
The *Floridian* started service on Nov. 10, replacing the *Silver Star*

Delays by Segment for *Silver Star* and *Floridian* trains, Sep 13-Dec 31



After FTI delay minutes rose 47% from October to November, FTI delay occurrences fell in December but remain elevated relative to summer 2024

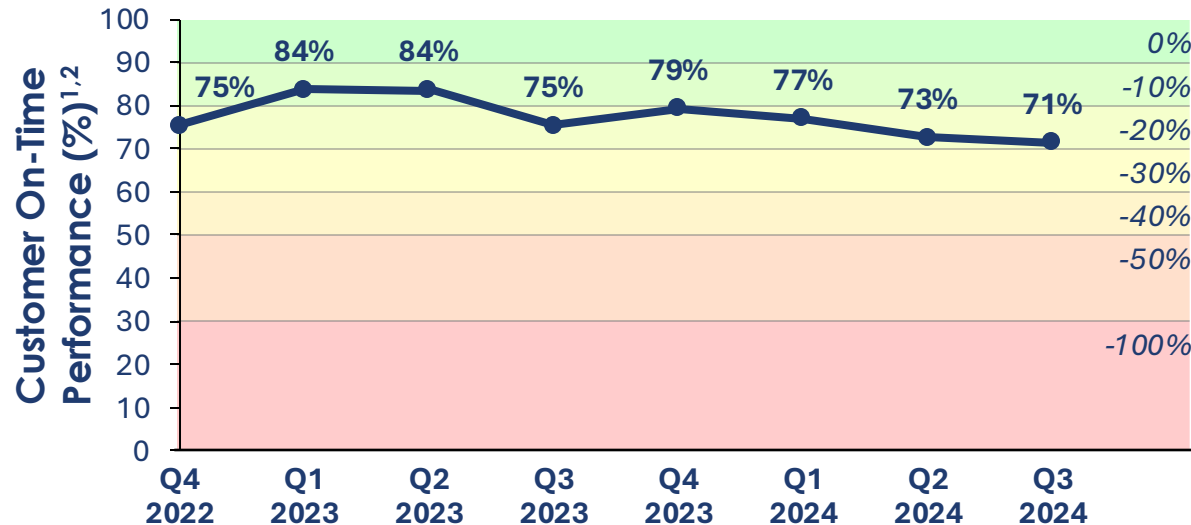
Amtrak FTI Delay Distribution by Duration, Jul-Dec 2024



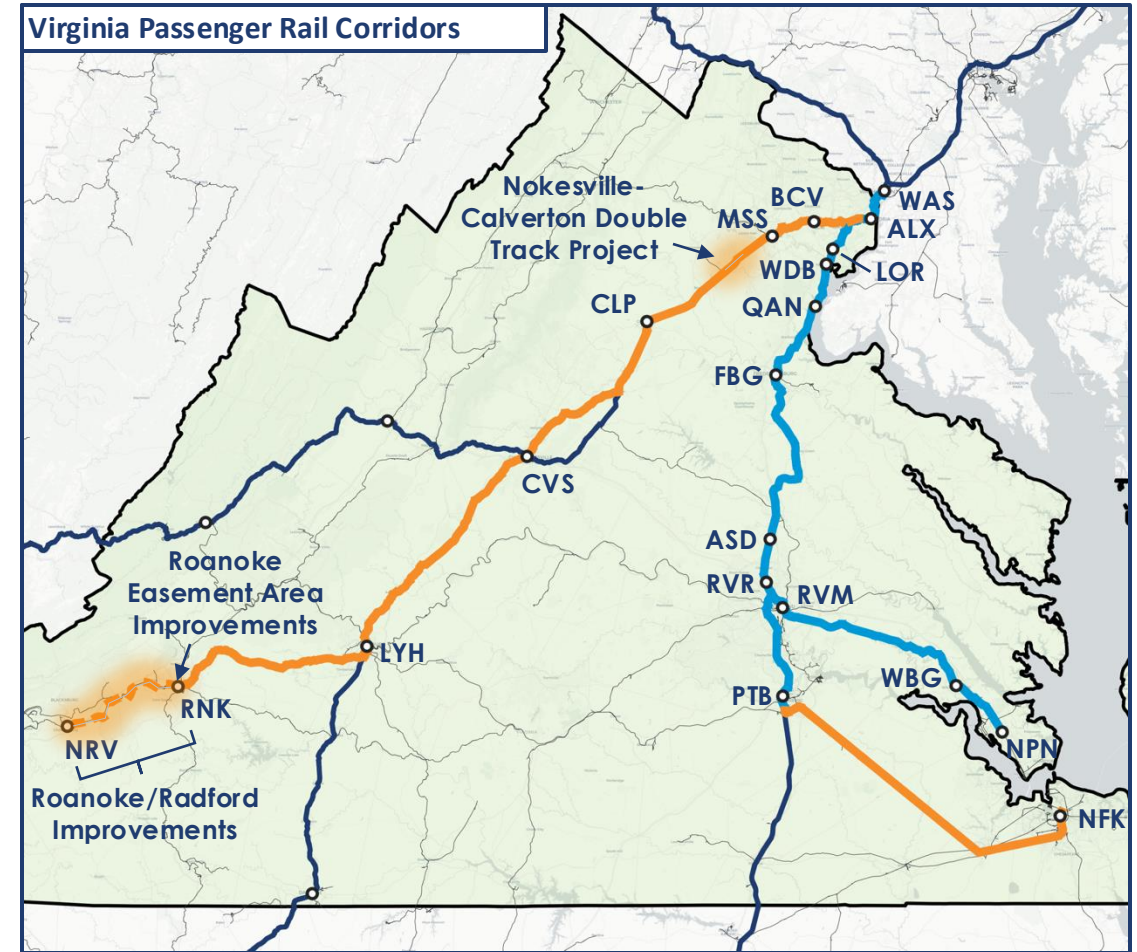
Norfolk Southern (NS) Performance Monitoring

- VPRA and NS will start monitoring the performance of passenger trains on NS corridors in Virginia in 2025.
- VPRA pays NS a premium rate to operate the 2nd and (future) 3rd Roanoke frequencies.
- After the completion of certain projects on NS, VPRA will have the right to reduce the rate depending on performance.

Past performance (for illustrative purposes only)



(1) Customer OTP calculation is modified based on whether a train arrived on NS territory late.
 (2) Refer to section 8.2 of 2024 VPRA-NS agreement



Reduction in payment to NS

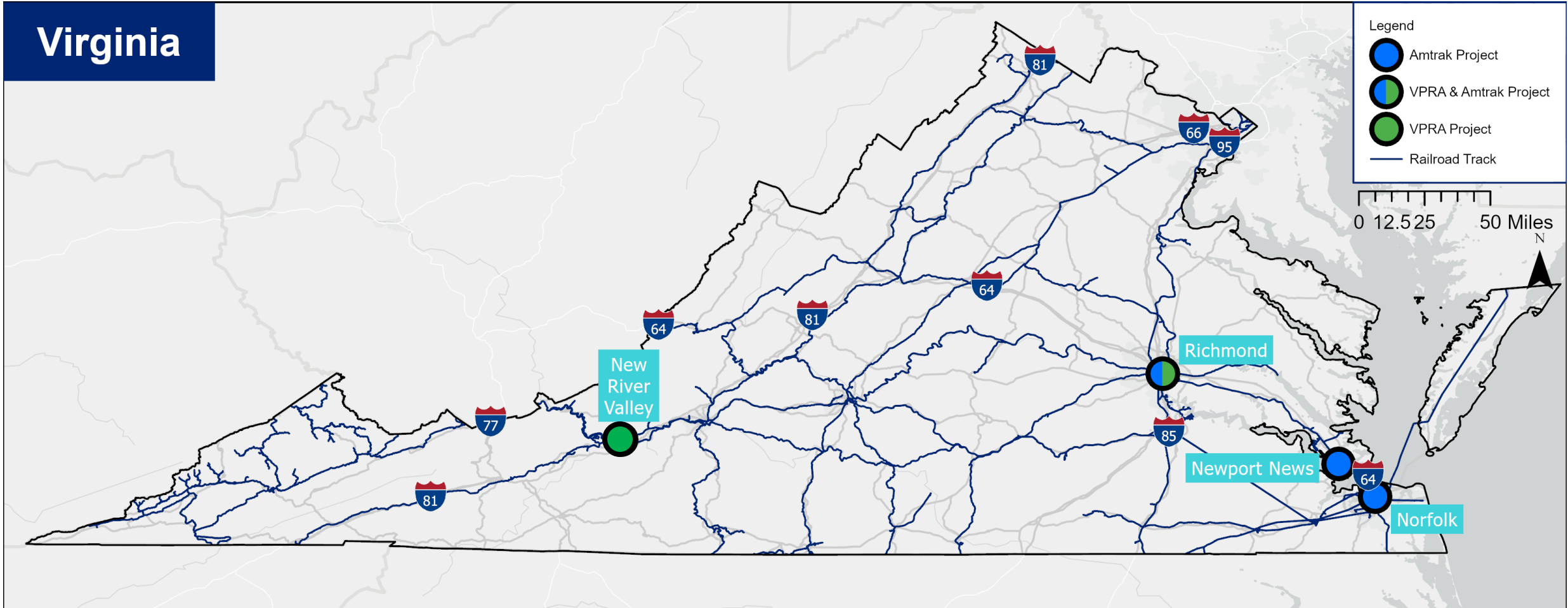
- VA state-supported service on NS
- Other VA state-supported service
- Other Amtrak service



Amtrak Airo



Virginia (Airo) Service Facilities



Note:

- **Newport News, Norfolk:** Amtrak will independently make Airo upgrades to service facilities, including pit and canopy.
- **Richmond:** Airo upgrades, including pit and canopy, will be incorporated into VPRA's service facility plans.
- **New River Valley:** Airo facilities will be incorporated into VPRA's service facility plans; future Airo upgrades responsibility of Amtrak (i.e. pit/canopy)





Rider Program Overview

January 16, 2025

Goal: Ensure consistent service for our passengers



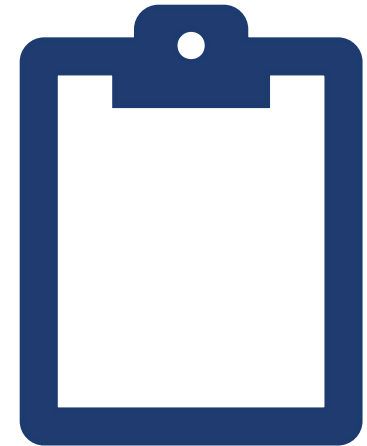
Customer Service Standards



Cleanliness	Technology	On Time Performance	Food & Beverage	Customer Experience
<ul style="list-style-type: none"> • Bathrooms • Café car • Seat area • Stations 	<ul style="list-style-type: none"> • Wi-Fi onboard • Announcements • Outlets 	<ul style="list-style-type: none"> • Departure time • Enroute ride • Arrival time • Delays 	<ul style="list-style-type: none"> • Café car • Availability • Menu options 	<ul style="list-style-type: none"> • Parking • Amenities • Announcements • Boarding process

Survey

- Open survey in web browser on any mobile device or computer
- Steps to access:
 - Scan QR code or open URL link
 - Favorite/Bookmark site for future access
 - Complete survey onboard or within 48 hours of trip



Capture your onboard experience



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](#)

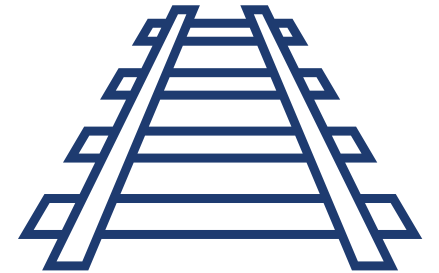


Assisting paxs board at FBG

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

Next steps & actions

- Coordinate with Amtrak to resolve outstanding items
- Continuous improvement
 - v2.0 of survey – published December 2024
- Utilize free response fields



Turn anecdotes into actionable data.

Questions?