



Service Performance Updates

August 26, 2025

Work Window Needed to Construct Long Bridge

Current Proposal: 1 x 5 hour Weekday Work Window

Weekdays



Single work window provides more productive work time and is easier to manage operationally.

Propose 5-hour window starting after the highest ridership morning VRE and Amtrak trains pass.

Work window will also help construct L'Enfant and Alexandria Fourth Track projects.



Today

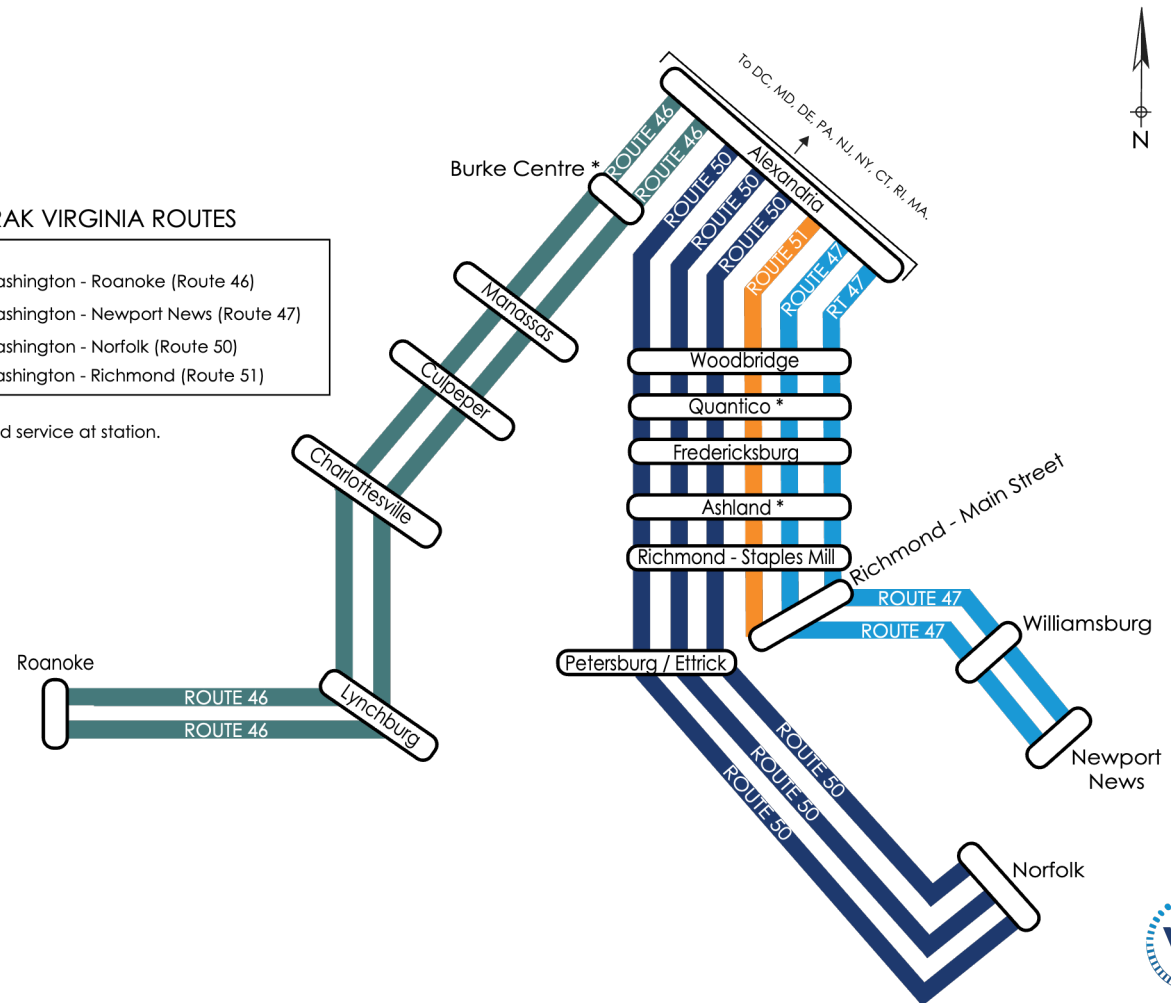
AMTRAK VIRGINIA ROUTES

LEGEND

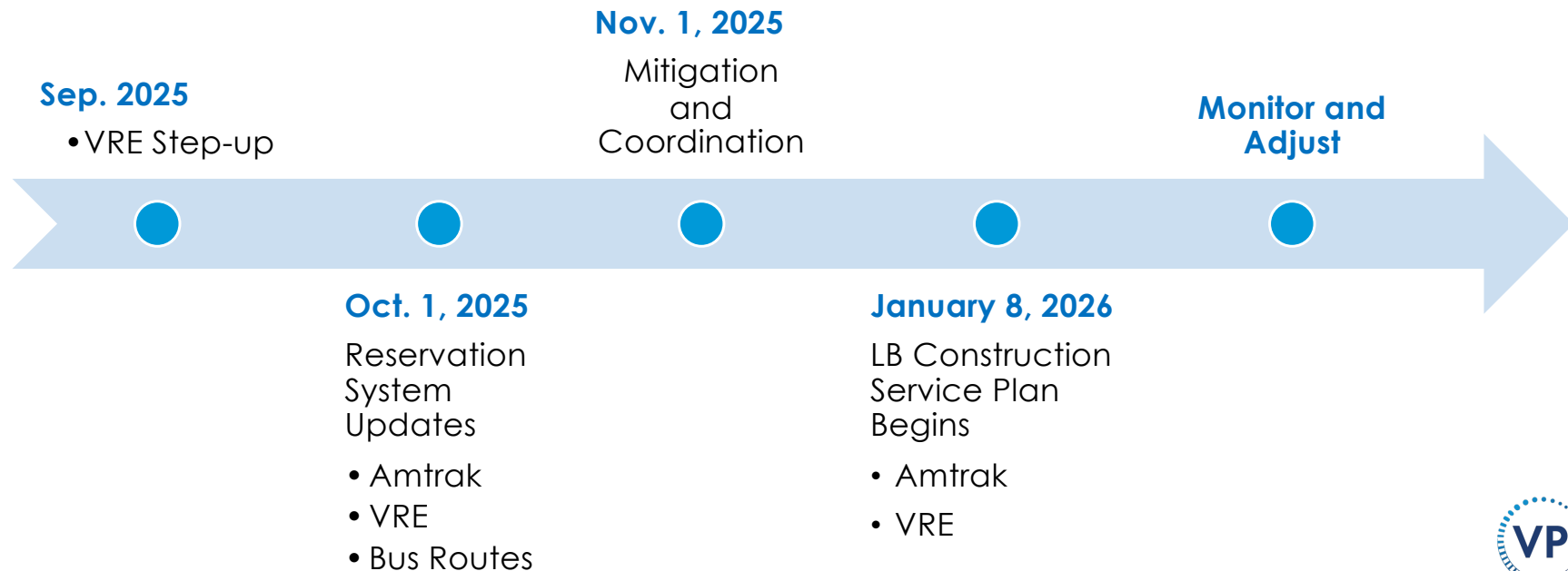
- Washington - Roanoke (Route 46)
- Washington - Newport News (Route 47)
- Washington - Norfolk (Route 50)
- Washington - Richmond (Route 51)

Note:

1. * Limited service at station.



Timeline to Long Bridge Construction Service Plan



Bus Service

➤ **Amtrak Connections**

- Route 1: Norfolk - Washington, D.C.
- Route 2: Newport News - Washington, D.C.

➤ **Passenger Inconvenience Transportation**

- Amtrak procurement has offered to help improve availability of bus vendors for service disruptions.
- Explore partnerships with transit agencies and VRE.



Marketing and Communications

➤ Passenger Communications

- Pre-trip Emails
- Schedules are Changing!

➤ Service Updates

- Text Updates
- PIDS and Announcements

➤ Public Awareness

- Station Information Opportunities
- Amtrak National Social Posts



VRE also developing plans to inform their riders of service adjustments



Performance and Mitigation Planning

- **January 8, 2026**
- **Contingency Plans**
 - VRE "S" Schedule
 - Amtrak LD, NEC, SS
 - Cross-honoring
 - Service Recovery
 - Open available deadheads for revenue service
- **Service Performance Monitoring**
 - Railoscope
 - Frequent Review of Issues



Goal: We need to keep service running throughout construction

With a combination of peak construction activity and CSX heat orders, **summer 2027** is anticipated to be the most challenging for service.

Construction schedules of selected TRV projects

Project	2025						2026												2027												2028																			
	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4				
L'Enfant Fourth Track																																																		
Long Bridge North							Stage 1.1A																		Stage 1.2A						Stage 2.2A																			
Alexandria Fourth Track								Phase 1			Phase 2 + Track Phase Transition					Phase 3				Phase 4				Phase 5																										
Franconia-Springfield Bypass	Shoofly Construction						Phase 2 Construction																																											
Franconia to Lorton Third Track																	Phase 1								Phase 2				Phase 3				Phase 4 & Phase 5																	
Potomac Creek Third Track South (Siding A) - Phase 1																		Phase 1								Construction																								

Dates from May 2025 TRV master work schedule

Need ongoing inputs from Amtrak on all work affecting Virginia service (especially NEC projects)



We will use this information to determine appropriate mitigation measures (schedule changes, cross-honoring tickets, buses, etc.)



Example report card: Alexandria to D.C. – August 2027

Service impacts

Travel time	✓
Dwell times	✗
Train interference	✓

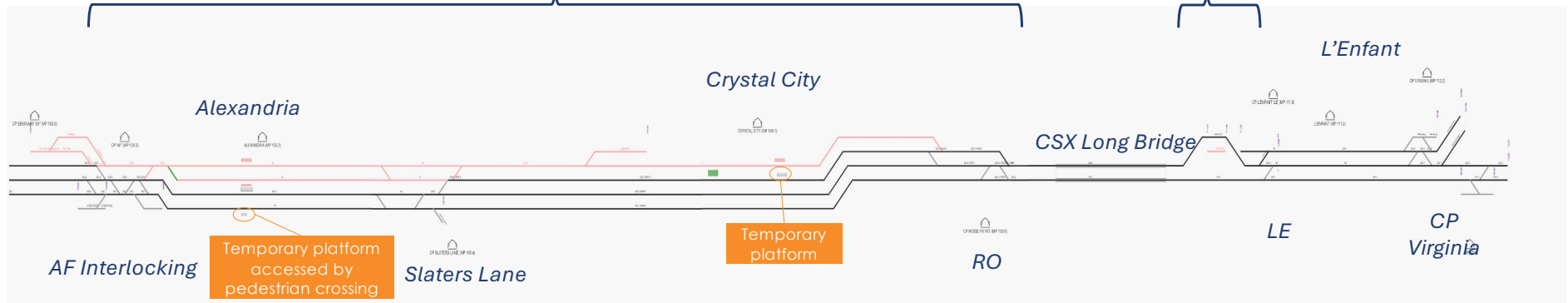


Recommend mitigation

- Add 2 minutes to scheduled dwell times to all trains at Alexandria to mitigate use of shorter temporary platform with pedestrian crossing.

Alexandria Corridor phase 4C

Long Bridge North stage 1.2A



— In service
— Out of Service
— Under Construction

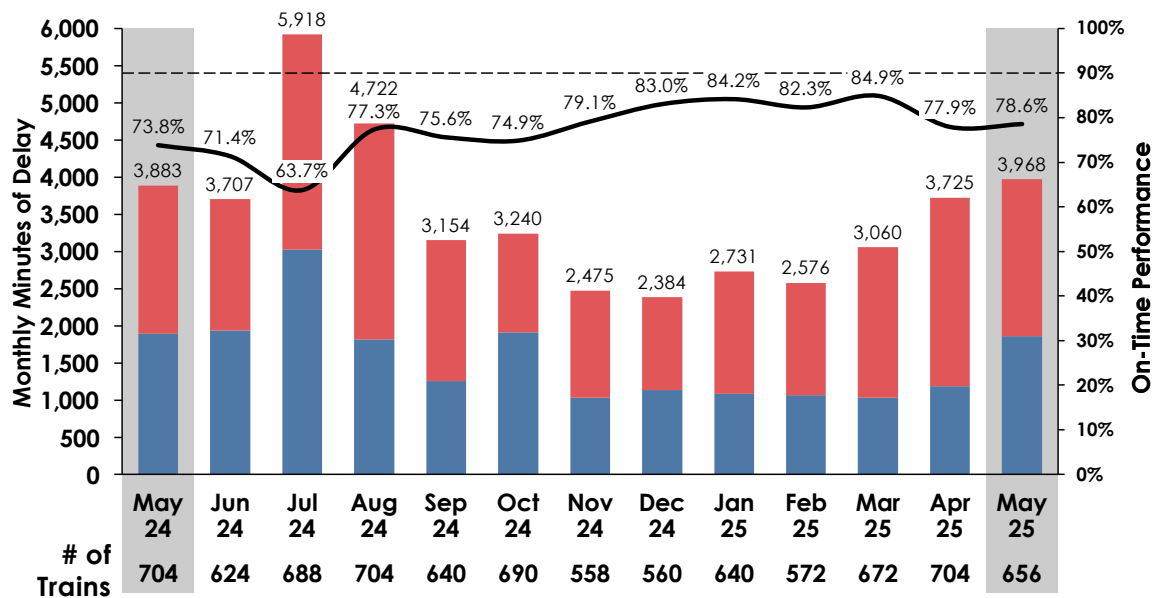




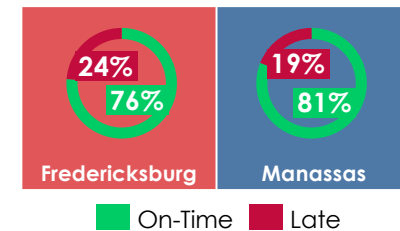
VRE Performance

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

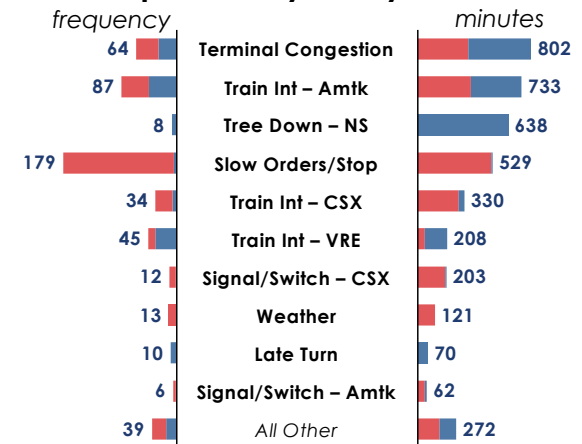
VRE Last Station OTP and Delay Minutes



Endpoint On-Time Performance, May 2025



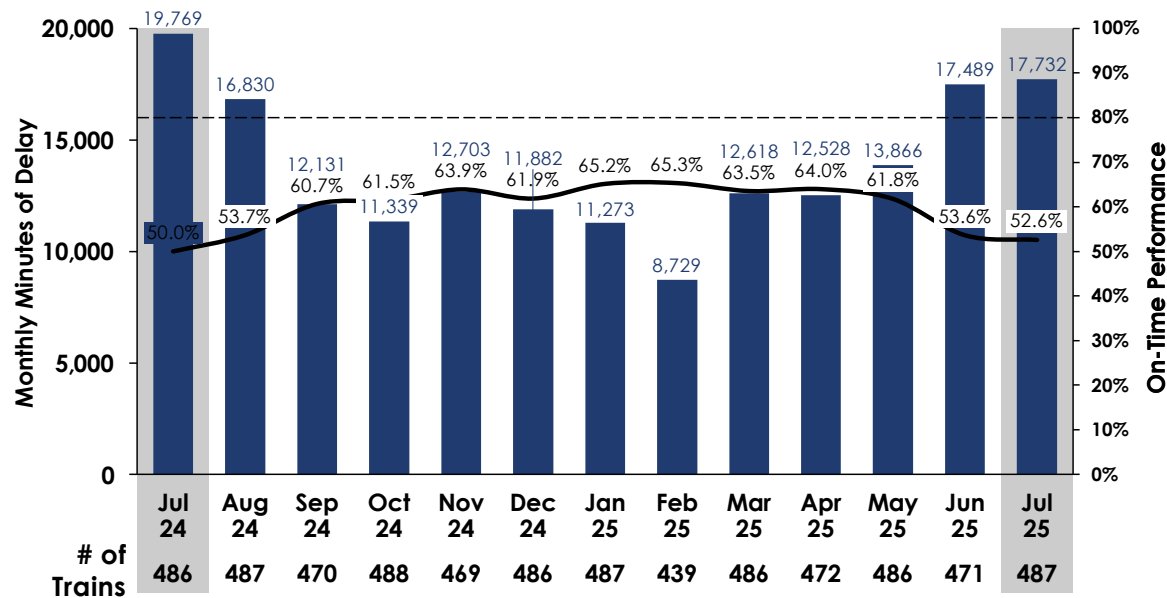
Top 10 Delays, May 2025



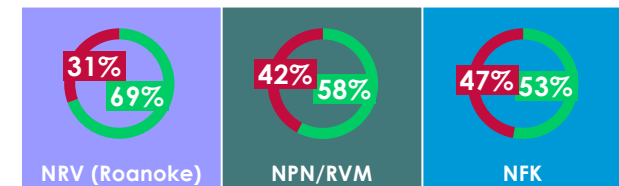
Amtrak Regional Performance

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)^{1,2,3}



All-Station¹ On-Time Performance, May-July 2025



On-Time Late

May-July 2025 All-Station On-Time Performance by Train

Top 5

164	NB, SaSu	89.8%
84	NB, M-F	89.5%
86	NB, M-F	89.5%
82	NB, Sa	87.9%
174	NB, M-F	87.5%

Bottom 5

93	SB, M-F	19.1%
195	SB, SaSu	21.4%
85	SB, M-F	23.4%
157	SB, Su	26.5%
99	SB, SaSu	30.2%



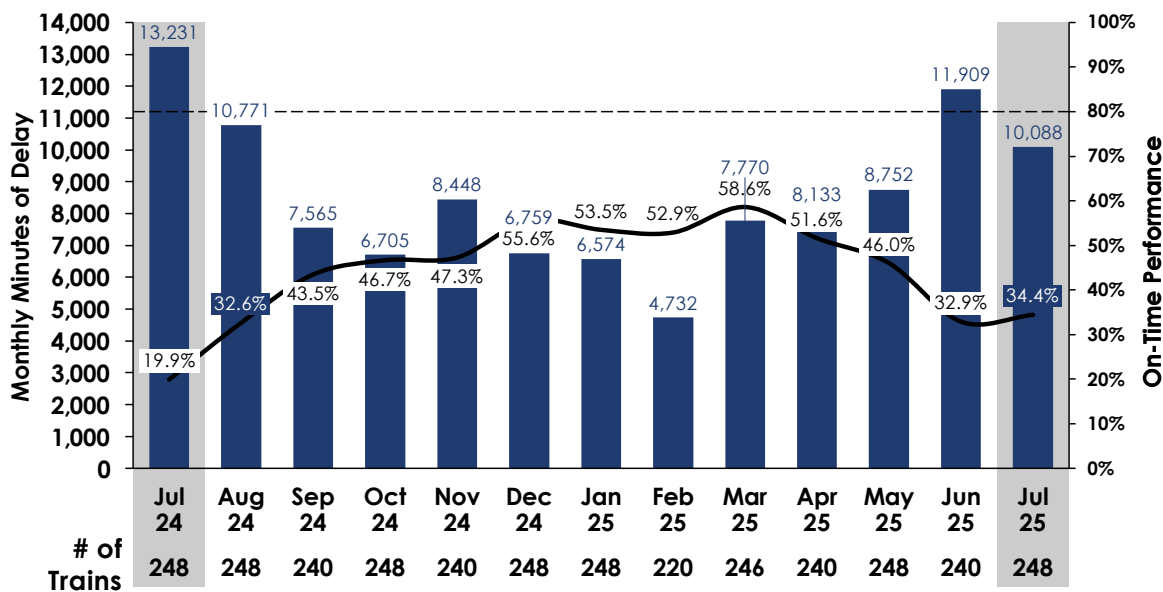
(1) OTP excludes OTP on NS Roanoke Corridor. (2) Delay minutes exclude NOD and all delays on NS.

(3) Trains 65 and 67 are shown based on the day they operated in Virginia.

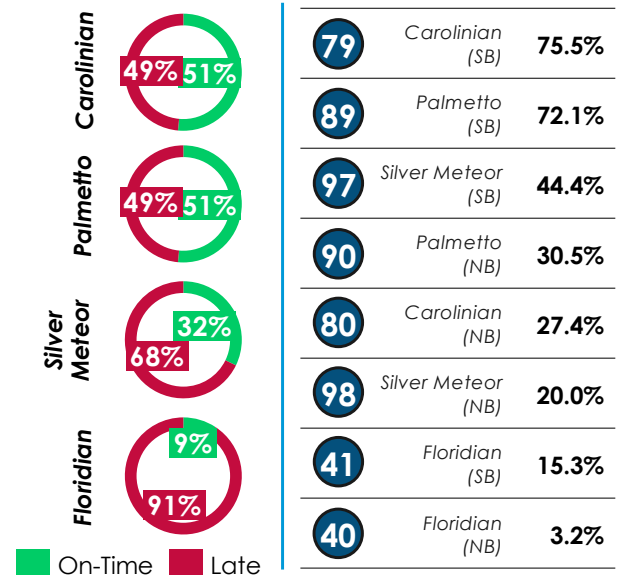
Amtrak Long Distance Performance

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)^{1,2,3,4}



May-July 2025 All-Station On-Time Performance, Long-Distance¹



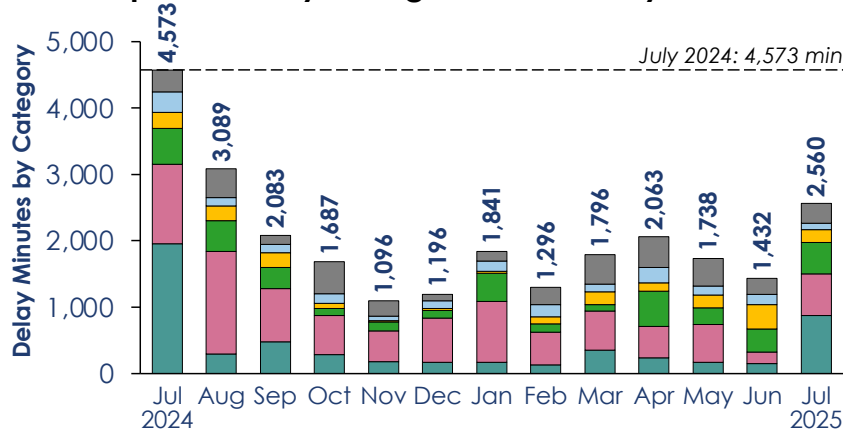
79	Carolinian (SB)	75.5%
89	Palmetto (SB)	72.1%
97	Silver Meteor (SB)	44.4%
90	Palmetto (NB)	30.5%
80	Carolinian (NB)	27.4%
98	Silver Meteor (NB)	20.0%
41	Floridian (SB)	15.3%
40	Floridian (NB)	3.2%



(1) OTP excludes OTP on NS Roanoke Corridor and stations outside VA/DC (2) Delay minutes exclude NOD and all delays on NS (3) Long distance trains include Carolinian, Palmetto, Floridian, Silver Star, and Silver Meteor (4) Trains 40, 41, 92, and 98 are shown based on the day they operated in Virginia.

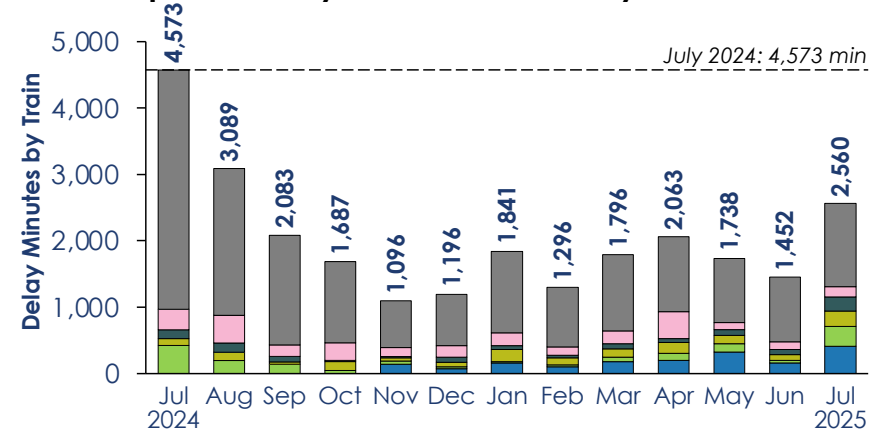
Worst month for southbound delay minutes at Washington Union Station since last August

Top 5 SB Delay Categories at WAS by Month¹



- July 2025 Top 5
- 1. **SYS** Crew or PTC Issues
 - 2. **SVS** Servicing
 - 3. **ENG** Mechanical (Locomotive)
 - 4. **CAR** Mechanical (Coach)
 - 5. **PTI** Amtrak Train Interference
 - All Other Delays**

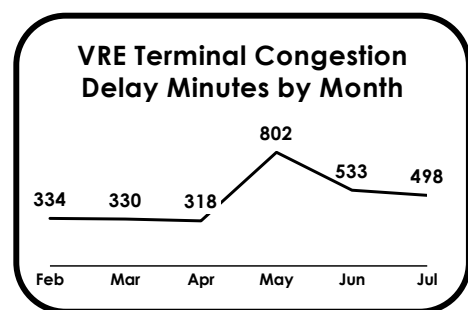
Top 5 SB Delayed Trains at WAS by Month¹



- July 2025 Top 5
- 1. **41** **Floridian** Southbound to MIA
 - 2. **99** **Northeast Regional** Southbound to NPN (SaSu)
 - 3. **85** **Northeast Regional** Southbound to RVM (M-F)
 - 4. **151** **Northeast Regional** Southbound to RNK (Daily)
 - 5. **97** **Silver Meteor** Southbound to MIA
 - All Other Trains**

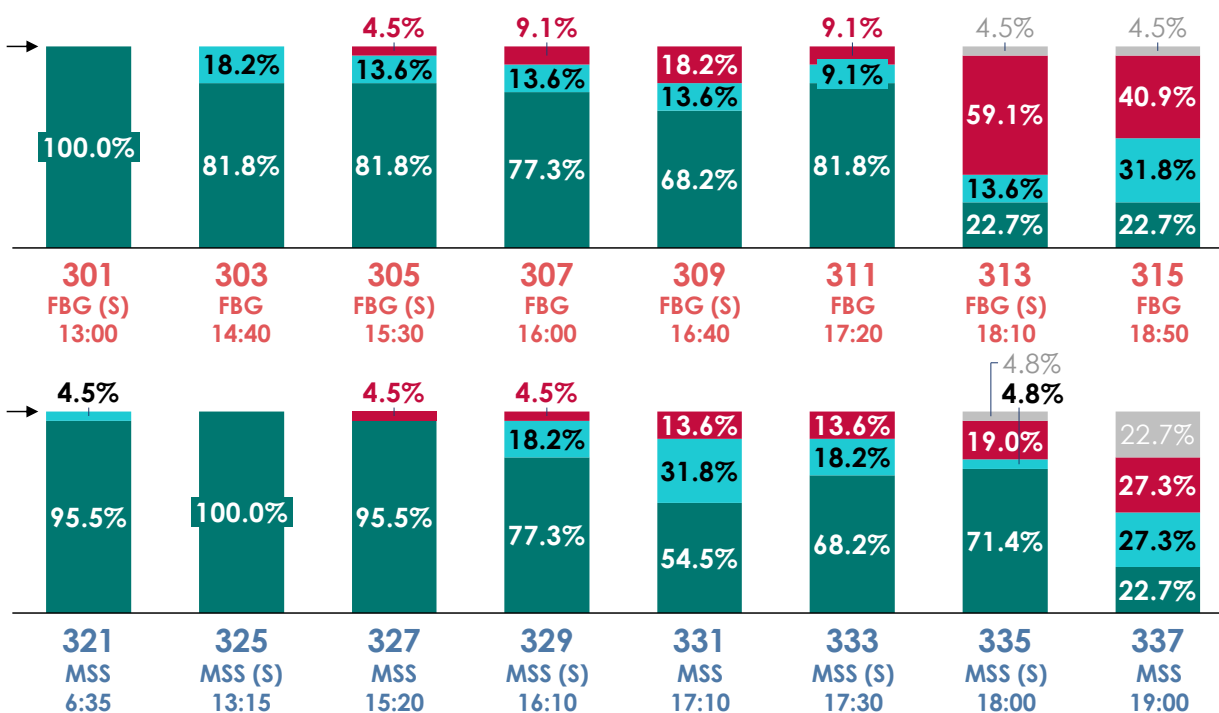
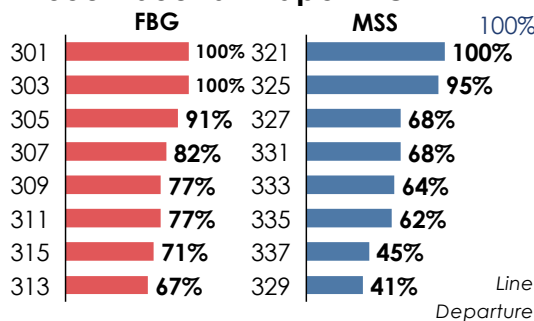
(1) Excludes NOD and delays on the Cardinal and Crescent

July VRE Terminal Congestion delay minutes fell again but remains above spring's levels; late trains particularly struggled in July



Southbound VRE Departures at Washington Union Station, July 2025

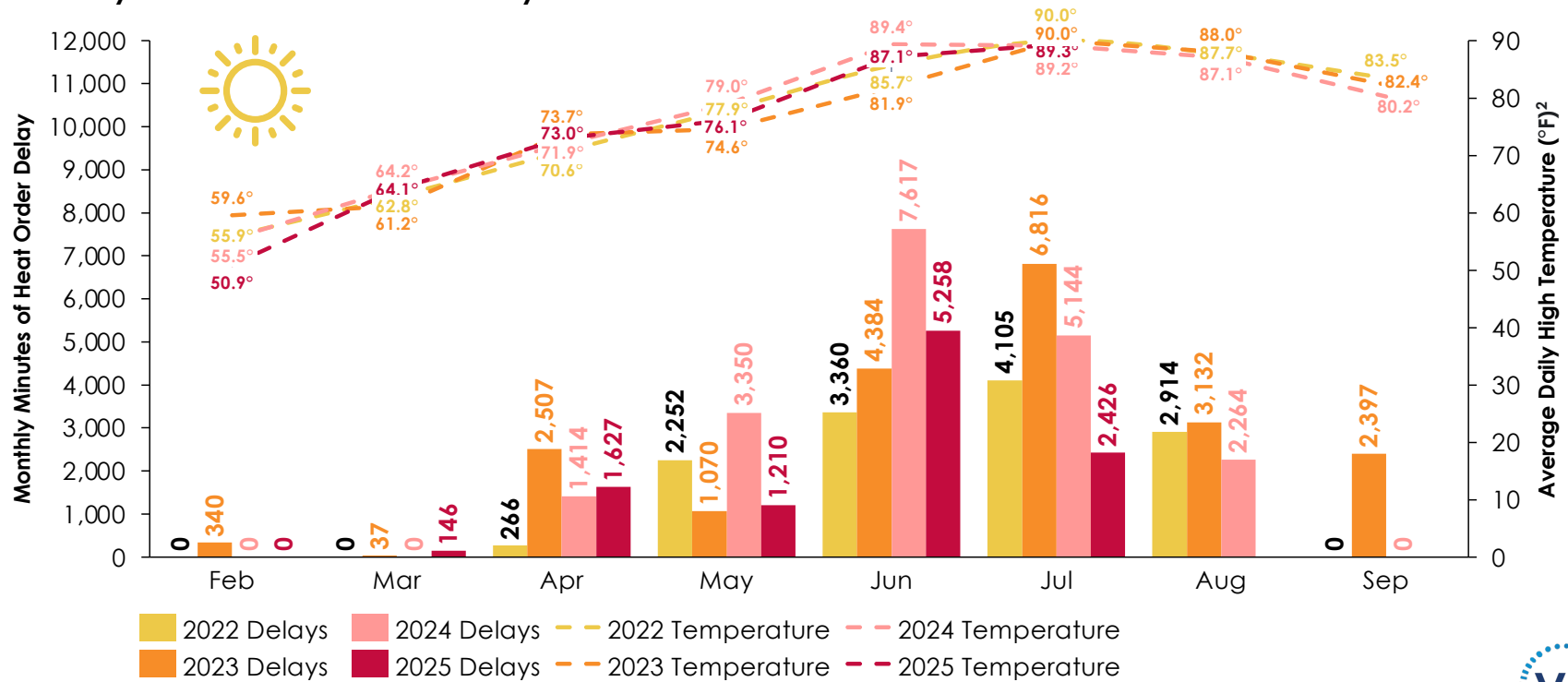
July 2025
Southbound Endpoint OTP



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

Sharp decrease in heat order delay minutes, but other weather events still resulted in July delays

Monthly Minutes of Heat Order Delays¹



(1) All trains, Amtrak/CSX trackage only

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



Added time in the summer schedules is still generally insufficient to capture additional runtime despite most days incurring heat orders

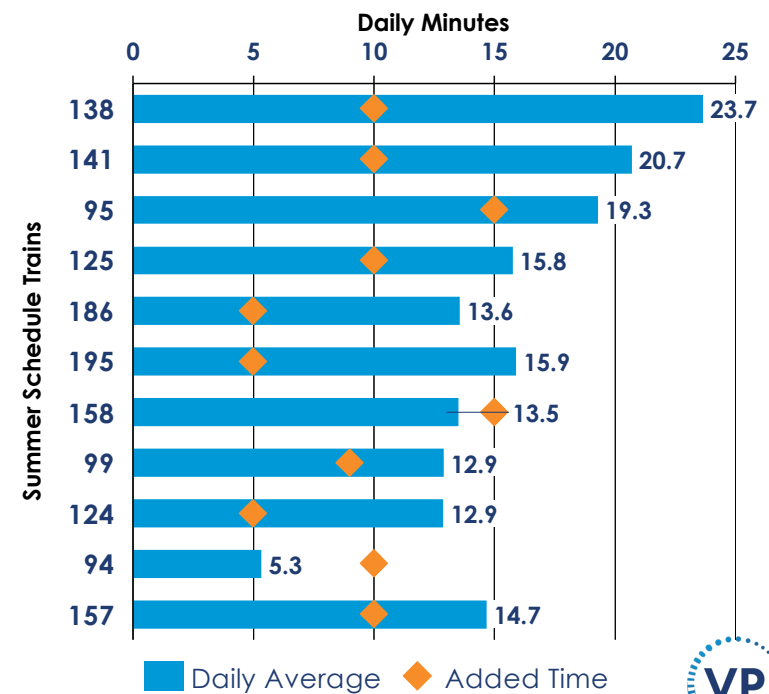
Heat Order Days, Summer¹ 2025

Su	M	T	W	Th	F	Sa
5/25	5/26	5/27	5/28	5/29	5/30	5/31
6/1	6/2	6/3	6/4	6/5	6/6	6/7
6/8	6/9	6/10	6/11	6/12	6/13	6/14
6/15	6/16	6/17	6/18	6/19	6/20	6/21
6/22	6/23	6/24	6/25	6/26	6/27	6/28
6/29	6/30	7/1	7/2	7/3	7/4	7/5
7/6	7/7	7/8	7/9	7/10	7/11	7/12
7/13	7/14	7/15	7/16	7/17	7/18	7/19
7/20	7/21	7/22	7/23	7/24	7/25	7/26
7/27	7/28	7/29	7/30	7/31	8/1	8/2

- No heat order delays recorded – **17 days**
- Minor (<10) heat order delays recorded – **9 days**
- Frequent heat order delays recorded – **40 days**

(1) May 27-July 31, 2025

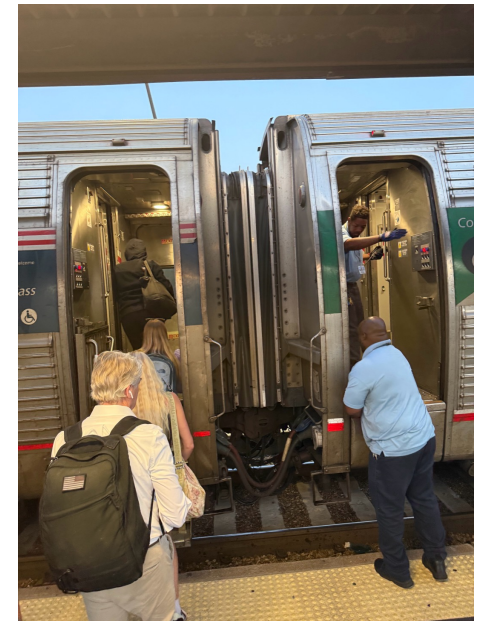
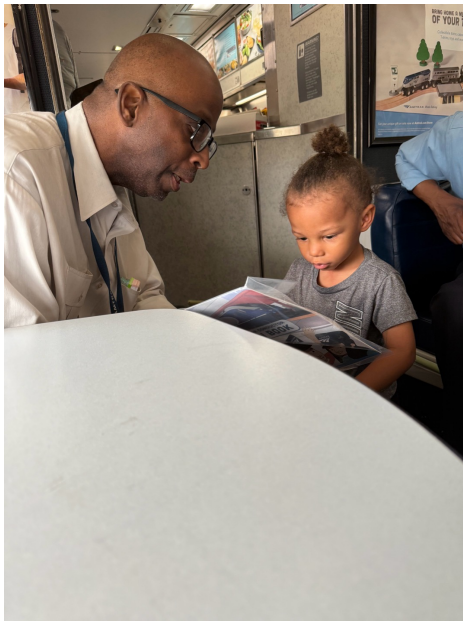
Average Heat Order Delay Minutes per **Frequent Heat Order Day**, Summer¹ 2025





Customer Service Standards

Inspection Highlights



Quarterly Compliance Summary – July'24 thru July '25

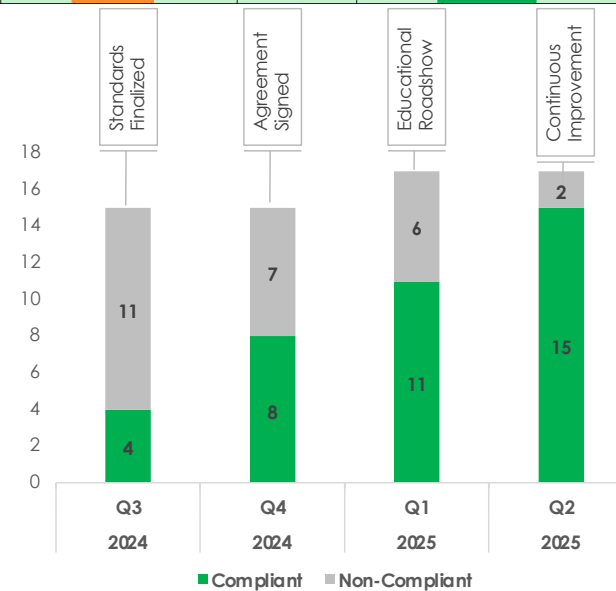
CY	QTR	Months	1 Wi-Fi Connectivity	2 PA System Functionality	3 Crew Café Use	4 Emergency Snack Packs Onboard	5 Station Dwell	6 WUT TTP (OTP)	7 Café Service Related Announcement	8 Station Arrival/ Departure Announcement	9 Power Change Announcement	10 Enroute Delay Announcement	11 Boarding Assistance	12 Step Box Use	13 PIDS Train Status / Delay Notification at Station	14 Trash Removal at WUT / Initial Term	15 Onboard Restroom Cleanliness	16 Café Table Cleanliness	17 Station Restroom Cleanliness
GOAL			90%	90%	90%	90%	75%	75%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
2024	3	Jul/Aug/Sep	52.6%	100.0%	43.6%	88.5%			61.2%	40.0%	80.0%	88.0%	83.6%	96.2%	94.3%	84.4%	67.7%	100.0%	87.1%
2024	4	Oct/Nov/Dec	92.3%	98.0%	42.0%	98.0%			77.8%	40.8%	100.0%	88.9%	81.1%	97.8%	96.9%	100.0%	83.9%	98.1%	75.0%
2025	1	Jan/Feb/Mar	95.7%	100.0%	69.2%	91.9%			80.0%	66.2%	100.0%	100.0%	83.1%	98.0%	97.2%	90.0%	86.7%	100.0%	81.8%
2025	2	Apr/May/Jun	93.2%	96.7%	100.0%	100.0%			93.1%	83.3%	91.7%	100.0%	86.9%	100.0%	96.7%	100.0%	90.3%	100.0%	100.0%
2025	3	Jul/Aug/Sep	92.0%	100.0%	100.0%	96.3%			100.0%	96.3%	100.0%	90.0%	88.9%	100.0%	100.0%	92.9%	100.0%	100.0%	38.5%

Significant increase in compliance as program awareness and continuous improvement efforts grow...

Quarterly Performance Trend

Note:

- Scores will reset to zero at the end of September 2025, when the Grace Period ends.



PIDS Improvement Efforts

Staples Mill will improve PIDS at FBG, ASD, RVR, and RVM.

- Alexandria remains a complex station with PIDS accuracy issues. Need to review current station staff utilization and focus on technology improvements.
- **Proposal:** Leadership needs to understand the complexity of the technical issues and support long-term solutions.





THANK YOU

Questions?

