



Virginia Department of Rail and Public Transportation



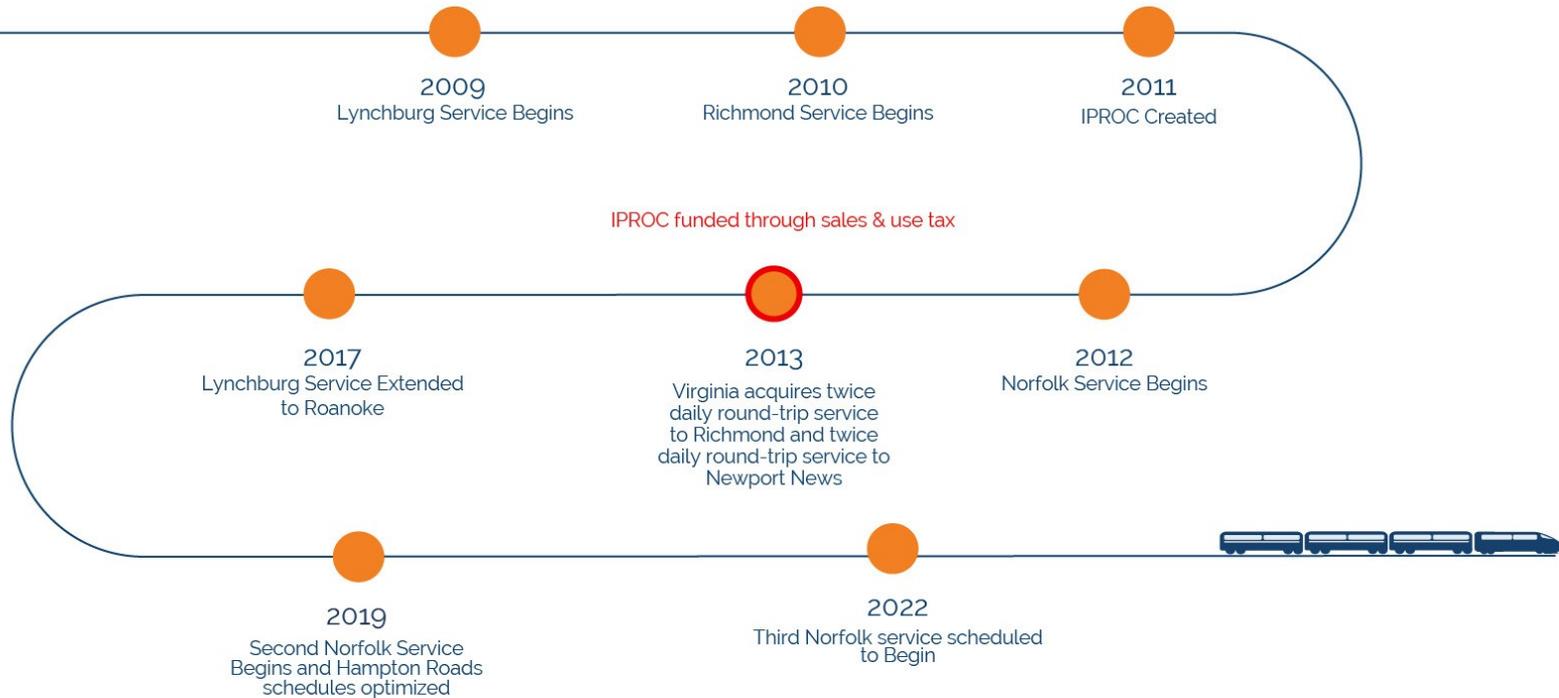
DRPT / Amtrak Initiatives in Virginia

Colin Burch

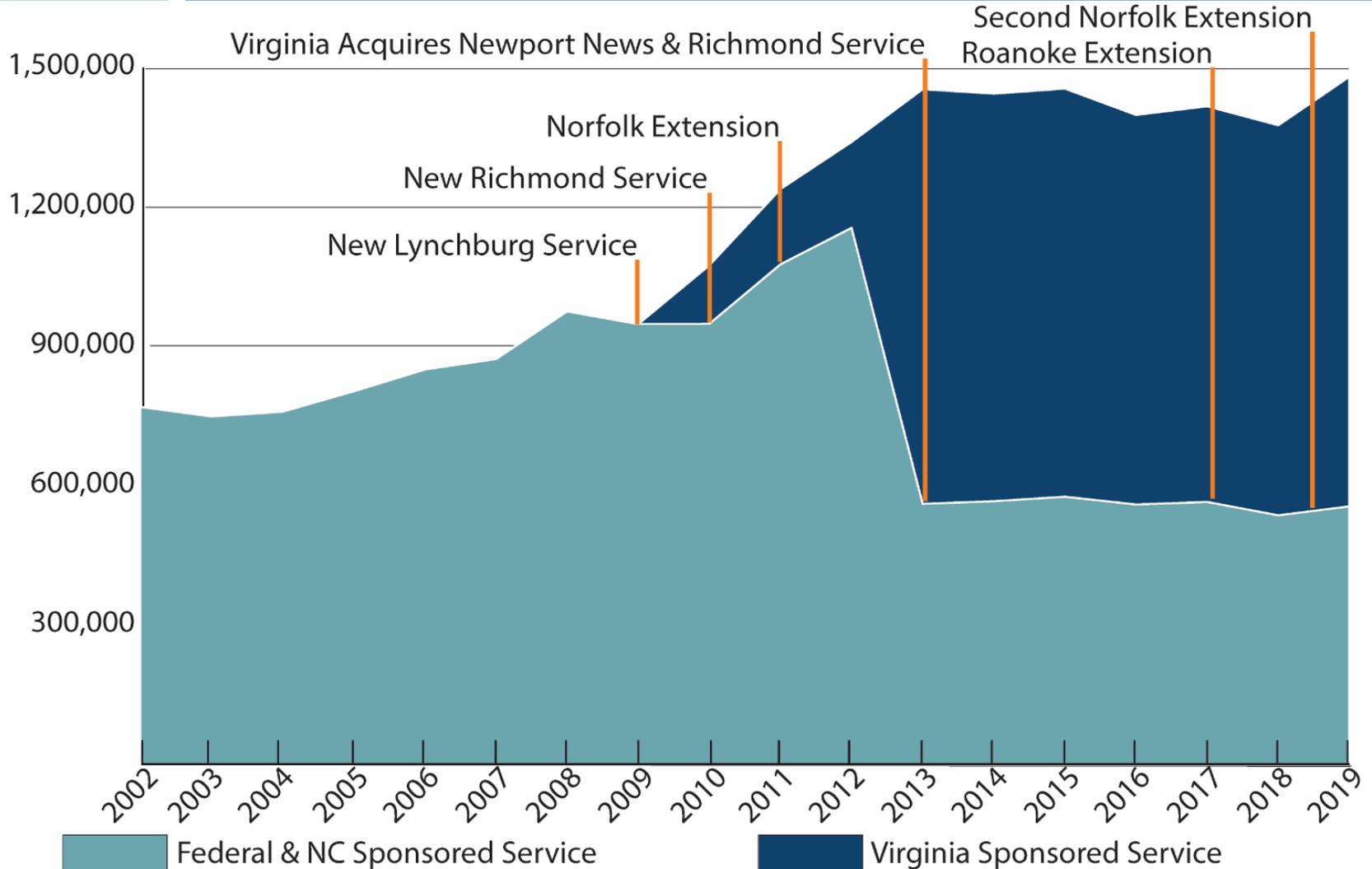
- History of Virginia Sponsored Amtrak Service
- On Board Service Improvement Plan
- Passenger Information Display System (PIDS)
- Thruway Bus Service
- Fare Discounts



History of Virginia Sponsored Service



History of Virginia Sponsored Service



On Board Service Improvement Plan

- **Communication**
- **Cleanliness**
- **Wi-Fi**
- **Food & Beverage Options**



On Board Service Improvement Plan



Communication

Issue:

Could improve clarity and st.

Solution:

Amtrak updated script and provided training to conductors.



Cleanliness

Issue:

Inadequate cleaning of trains once entered into Virginia.

Solution:

Additional Cleaners have been assigned to Virginia sponsored trains.



On Board Service Improvement Plan



Wi-fi

Issue:

Service can be slow and unreliable.

Solution:

Amtrak identified the issue and is implementing a two-phased solution.



Food & Beverage Options

Issue:

Limited choices and high prices.

Solution:

Upgraded menu options, to include Virginia-made products.



Ashland Station



No reliable way to notify passengers of real-time delays, arrival times, and track assignments



Ashland Station



No reliable way to notify passengers of real-time delays, arrival times, and track assignments



Richmond Main Street Station



No reliable way to notify passengers of real-time delays, and arrival times.



Thruway Bus Service

- Amtrak Bus Thruway Service provides areas without train stations to intercity passenger rail.
- DRPT sponsors thruway bus service in the Hampton Roads area connecting Newport News, Norfolk, & Virginia Beach, and between Blacksburg and Roanoke.
- DRPT has plans to expand thruway bus service to other parts of the Commonwealth.

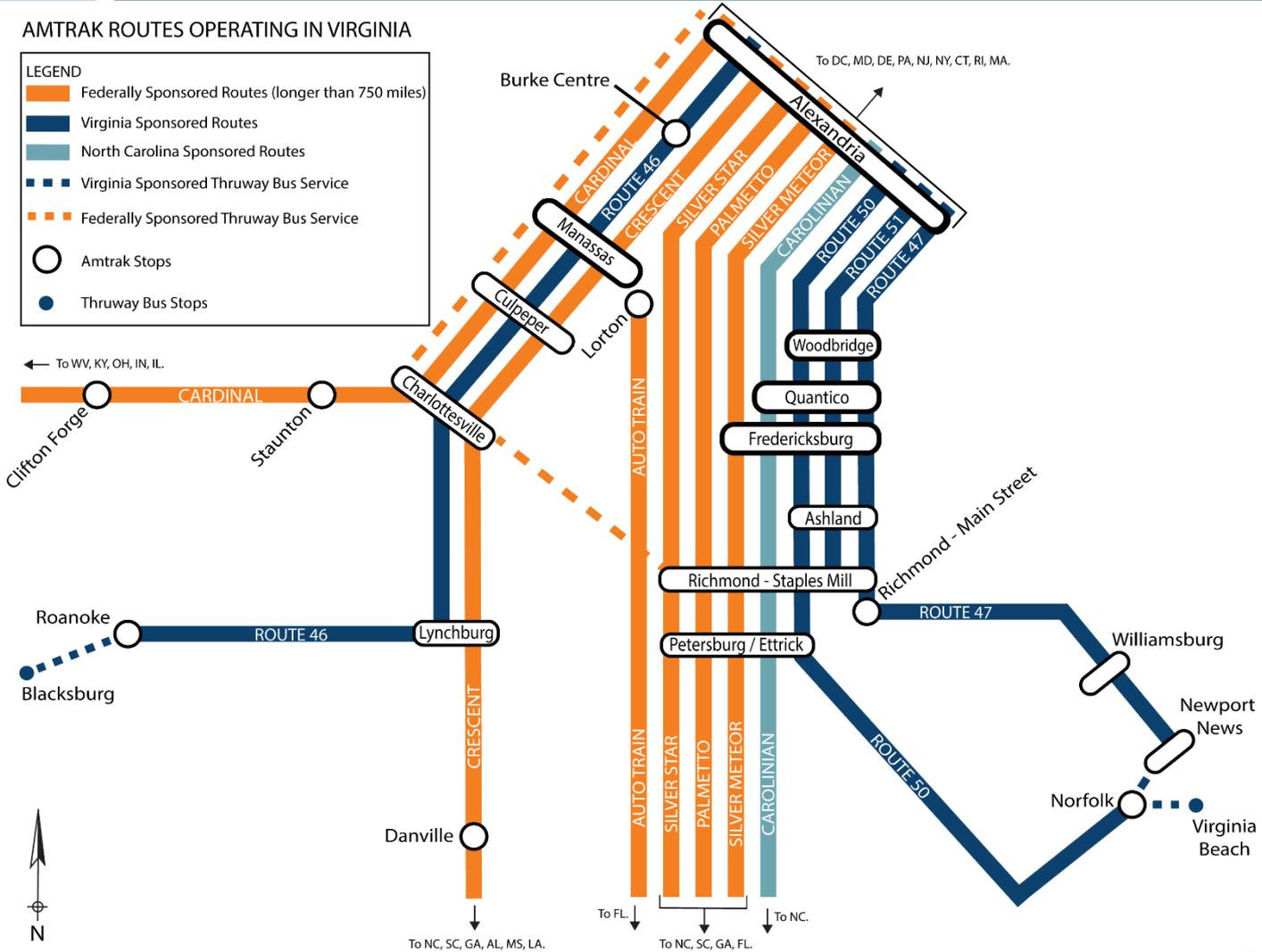


Thruway Bus Service - Current

AMTRAK ROUTES OPERATING IN VIRGINIA

LEGEND

- Federally Sponsored Routes (longer than 750 miles)
- Virginia Sponsored Routes
- North Carolina Sponsored Routes
- - - Virginia Sponsored Thruway Bus Service
- - - Federally Sponsored Thruway Bus Service
- Amtrak Stops
- Thruway Bus Stops

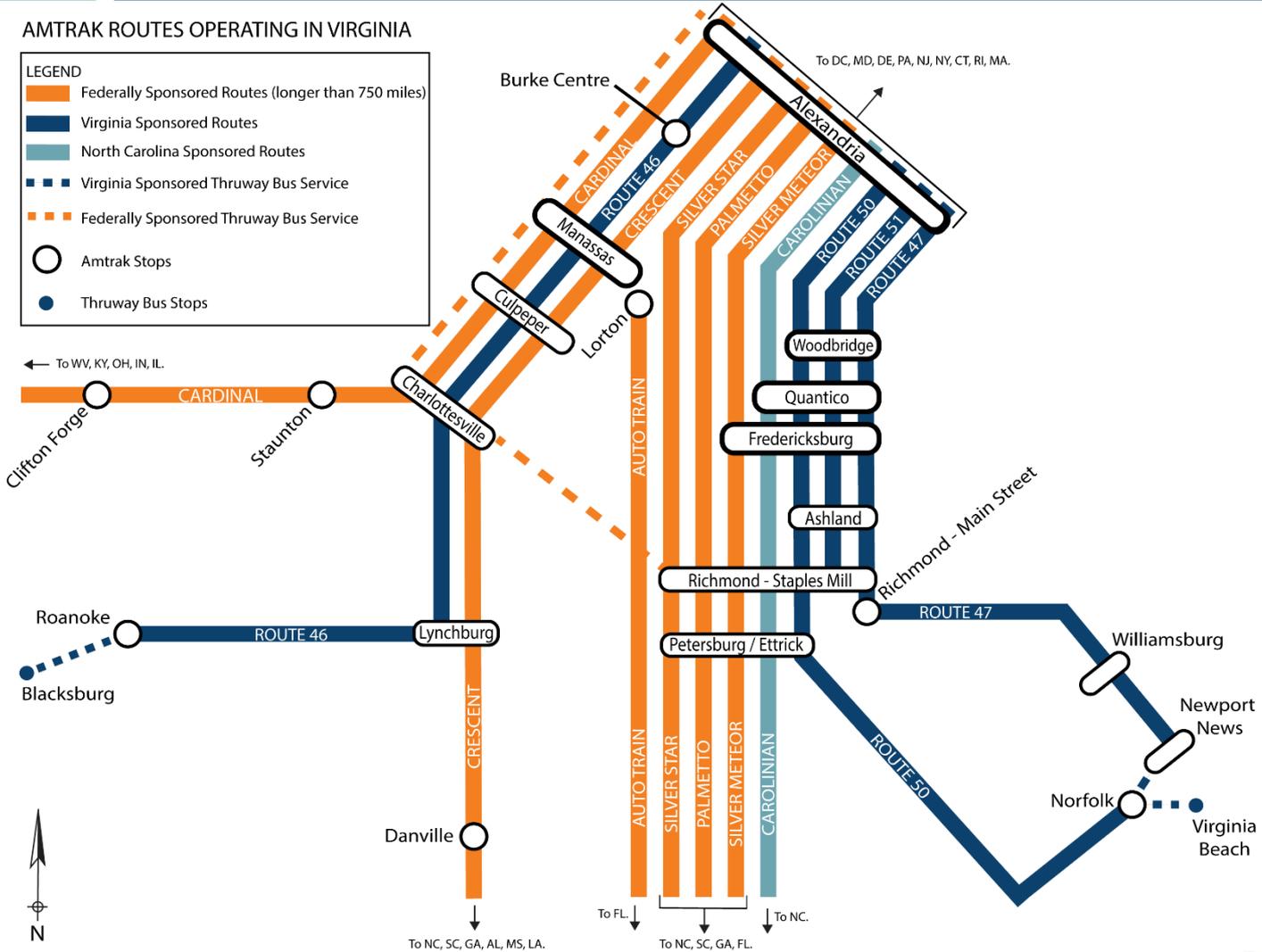


Thruway Bus Service - Current

AMTRAK ROUTES OPERATING IN VIRGINIA

LEGEND

- Federally Sponsored Routes (longer than 750 miles)
- Virginia Sponsored Routes
- North Carolina Sponsored Routes
- - - Virginia Sponsored Thruway Bus Service
- - - Federally Sponsored Thruway Bus Service
- Amtrak Stops
- Thruway Bus Stops

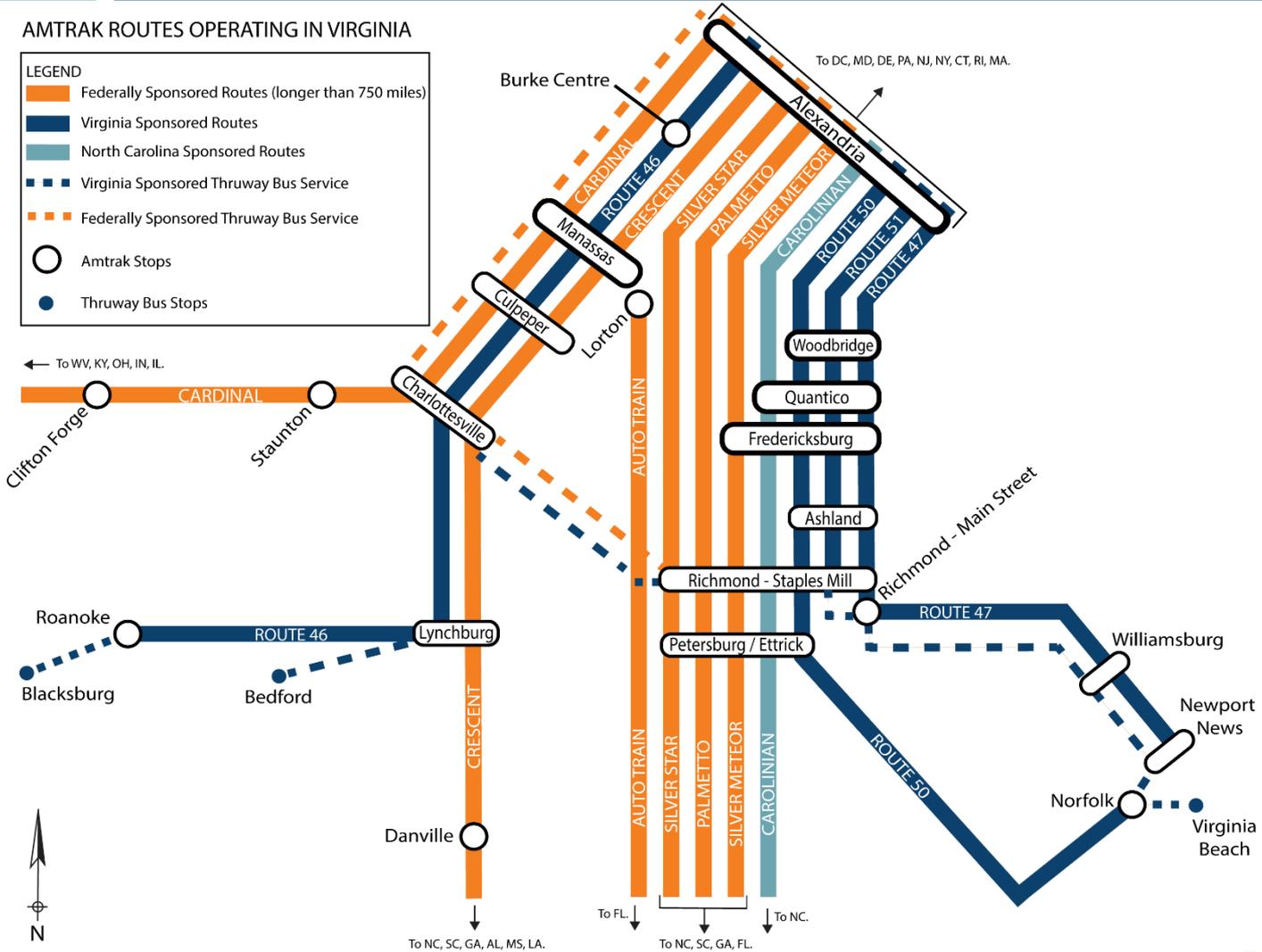


Thruway Bus Service - Planned

AMTRAK ROUTES OPERATING IN VIRGINIA

LEGEND

- Federally Sponsored Routes (longer than 750 miles)
- Virginia Sponsored Routes
- North Carolina Sponsored Routes
- Virginia Sponsored Thruway Bus Service
- Federally Sponsored Thruway Bus Service
- Amtrak Stops
- Thruway Bus Stops

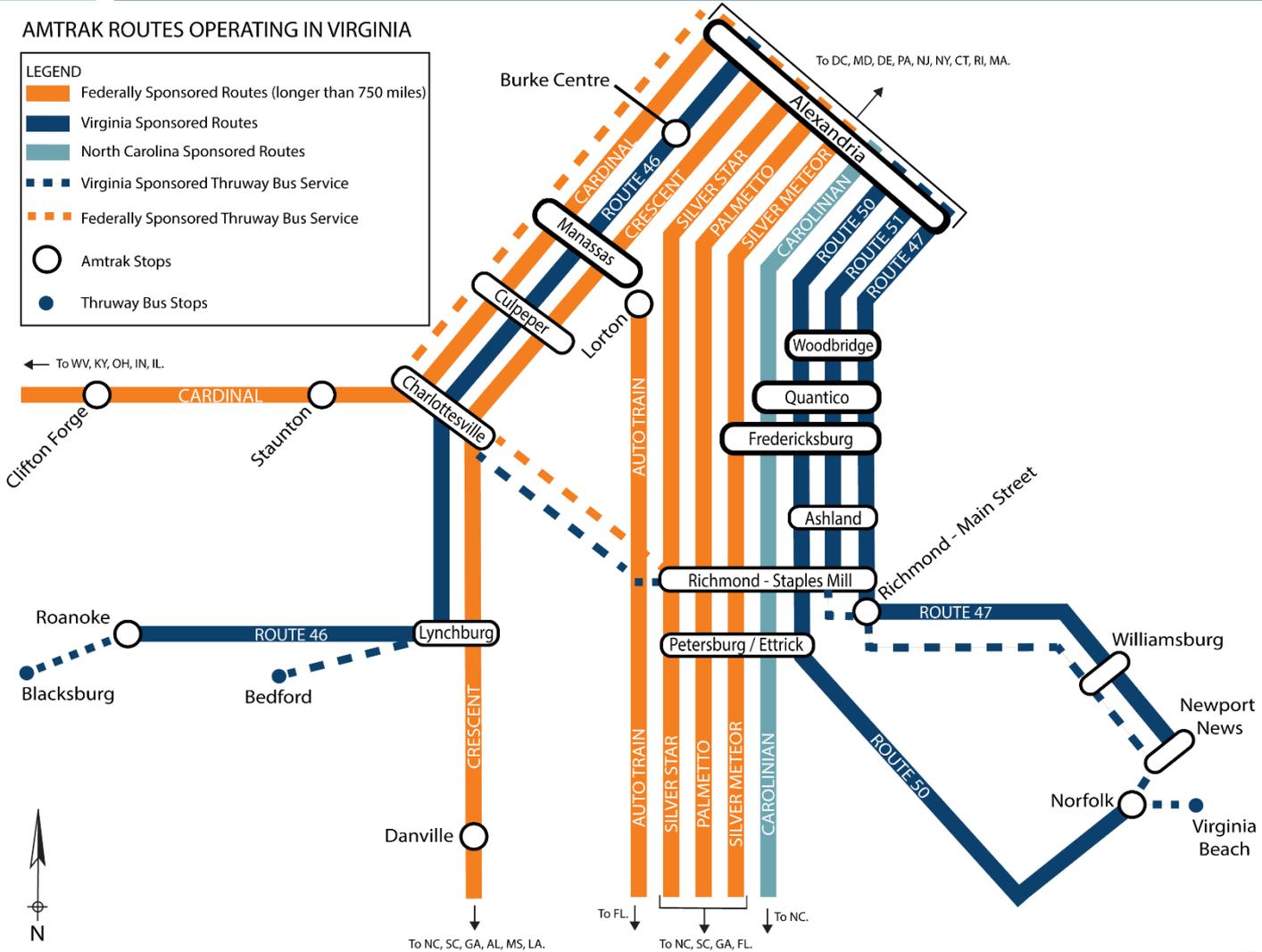


Thruway Bus Service - Planned

AMTRAK ROUTES OPERATING IN VIRGINIA

LEGEND

- Federally Sponsored Routes (longer than 750 miles)
- Virginia Sponsored Routes
- North Carolina Sponsored Routes
- Virginia Sponsored Thruway Bus Service
- Federally Sponsored Thruway Bus Service
- Amtrak Stops
- Thruway Bus Stops



Fare Discounts

- In 2018 Amtrak began eliminating and reducing a number of discounts.
- Amtrak ridership began declining nationwide including in Virginia.
- In 2019 DRPT approached Amtrak with a number of Virginia-specific fare discount promotions.



Fare Discounts

Discount	Reduction/Elimination
Senior	From 15% to 10%, increase in applicable age from 62+ to 65+
Disabled	From 15% to 10%
Student	Eliminated
Adult/Child Ratio	From 2:1 to 1:1
AAA	Eliminated
Veterans Advantage	Eliminated



Fare Discounts

Promotion	Discount	Code
Anytime	15% off	V552
Student	25% off	V449
Lyft	25 % off 2 rides	VAAMTRAK
10 th Anniversary	\$10 for travel 10/1 – 10/10	V110
BOGO	Buy one get one free on Saturdays	C222
Share Fare	Group discount	V291





Thank You