

**MINUTES**  
**NVTC COMMISSION MEETING – SEPTEMBER 2, 2004**  
**NVTC CONFERENCE ROOM - ARLINGTON, VIRGINIA**

The meeting of the Northern Virginia Transportation Commission was called to order by Vice-Chairman Ferguson at 8:08 P.M.

**Members Present**

Sharon Bulova  
Gerald Connolly  
Adam Ebbin  
Paul Ferguson  
Ludwig Gaines  
Dana Kauffman  
Karen Rae (DRPT)  
Gary A. Reese  
David F. Snyder  
Mary Margaret Whipple  
Christopher Zimmerman

**Members Absent**

David Albo  
William D. Euille  
Jay Fisette  
Catherine M. Hudgins  
Timothy Hugo  
Elaine McConnell  
Scott Silverthorne  
Mick Staton

**Staff Present**

Rhonda Gilchrest  
Scott Kalkwarf  
Jana Lynott  
Adam McGavock  
Kala Quintana  
Mark Roeber (VRE)  
Elizabeth Rogers  
Jennifer Straub (VRE)  
Richard K. Taube  
Dale Zehner (VRE)

Vice-Chairman Ferguson announced that Chairman Euille is out of town and not able to chair the meeting. Vice-Chairman Ferguson recognized several guests attending the meeting, including CTB Member Judy Connally; Linda McMinimy, Executive Director of the Virginia Transit Association; and Richard Snyder, who has been volunteering at NVTC during the summer doing research on the referendum and other public transit funding issues. Mr. Taube also introduced Elizabeth Rogers, NVTC's new intern, who has been assisting staff with GSI mapping.

#### Minutes of NVTC's Meeting of July 1, 2004

Mr. Connolly moved, with a second by Mr. Gaines, to approve the minutes. The vote in favor was cast by commissioners Connolly, Ebbin, Ferguson, Gaines, Kauffman, Rae, Reese, Snyder, Whipple and Zimmerman.

#### NVTC Preliminary FY 2006 Administrative Budget

Mr. Taube reminded commissioners that each September, NVTC staff proposes a preliminary administrative budget for the following fiscal year in response to requests from its member jurisdictions that are initiating their own budget cycles. NVTC will review the draft budget again next January and adopt a final budget in February.

Mr. Taube explained that for FY 2006, NVTC staff is proposing a budget that holds overall expenditures approximately constant compared to FY 2005. Because of a carry over of unspent funds from FY 2004, combined state and local contributions to NVTC would be reduced for FY 2006 by almost six percent. The carry over is due to the departure of a project manager whose position was not refilled. The vacant position is not funded in the preliminary FY 2006 budget.

Mr. Taube stated that NVTC takes state contributions off the top of total state aid received by NVTC, and the state could pay up to 95 percent of NVTC's administrative budget. In previous years commissioners have chosen to maintain their local level of effort at \$310,000, rather than reduce local contributions to the minimum allowed (\$45,600 for FY 2006). Each local dollar contributed to fund NVTC's administrative budget frees up a dollar of state funds to be distributed using NVTC's subsidy allocation formula for local jurisdictions to use for other eligible public transit expenses.

Mr. Connolly moved, with a second by Mr. Gaines, to authorize NVTC's executive director to forward the preliminary budget to the jurisdictions for planning purposes. The vote in favor was cast by commissioners Connolly, Ebbin, Ferguson, Gaines, Kauffman, Rae, Reese, Snyder, Whipple and Zimmerman.

## Referendum Issues and Recommendations Relating to Public Transit Funding in Northern Virginia

Mr. Taube stated that the commission asked staff to assemble material about the reasons why the November 2002 transportation referendum failed and what might be done to improve the chances of success in the future. He stated that this document can be used as a reference and resource tool for other issues beyond the referendum.

Mr. Taube gave a PowerPoint presentation providing an overview of the report. He stated that if commissioners want to access the entire report, it can be found on NVTC's website. Vice-Chairman Ferguson thanked staff for doing a good job compiling this information.

Mrs. Bulova arrived at 8:20 P.M.

Mr. Connolly expressed his surprise about the report's emphasis on smart growth tilting the balance towards defeat of the referendum. He stated that the first problem with the referendum was that a half-cent tax for education was not included. Once education was taken out, a substantial number of advocates was lost. This was a key flaw from the start. Secondly, another major mistake was not responding to the critics at the beginning of the process. Polls showed that 62 percent of people were in favor of the referendum in the beginning. Something happened the month during the sniper incident. The early voters, such as absentee voters, were in favor of the referendum. Another major issue for many people was mistrust of Richmond.

Mr. Connolly expressed his disappointment at the lack of support from smart growth advocates. A minimum of 40 percent of the dollars from the referendum would have gone for transit projects. No other funding source (state or federal) can reach 40 percent. Smart growth groups usually favor transit projects and they failed to take advantage of the best opportunity to fund transit that this region will probably ever have.

Delegate Reese stated that the coalition in Richmond that authorized the referendum no longer exists. There was no support for a referendum in Hampton Roads. He predicted that some legislators will propose an alternative that would take the insurance premium money (about \$300 million) and dedicate it to the transportation fund for the purposes of bonding. He has proposed to the governor as a first step to take 50 percent of the surplus and apply it to the transportation fund while getting the governor's support for a constitutional amendment that would guarantee transportation funds. He hasn't heard back yet from the governor.

Delegate Reese also expressed his disappointment with smart growth advocates. In conclusion, he stated that another sales tax referendum cannot get passed in the near future. Based on figures he has seen, he predicts that there will be significant surpluses for the next three to five years and it will be

important for this region to get in front of the line to get funding commitments for transportation.

Mrs. Bulova agreed that the smart growth people missed an opportunity for transit funding, but this report is an analysis of why people voted against the referendum and smart growth played a major role in this. She observed that "smart growth" means different things to different people and proponents of the referendum never responded to the critics. It was never articulated that the majority of the funding would have gone for what would have been considered smart growth projects. Another reason it didn't pass was there was mistrust of Richmond. For the future, it will be important to gain support from the bottom up rather than from the top down.

Mr. Zimmerman stated that the report does emphasize that this was the first attempt at a referendum and history shows that it may take more than one time to get a referendum passed. The referendum failed by 55 to 45 percent, which was only a five percent difference. It was only defeated by a swing of 24,000 votes, which shows how close it really was.

Mr. Kauffman expressed his concern that the biggest issue the region faces right now is how to fund Metro and its capital needs. He stated that it is important to support the "blue ribbon" panel. Vice-Chairman Ferguson noted that the panel is part of a later agenda item which the commission should discuss.

Mr. Snyder stated that this discussion of the referendum is very important and the report includes a lot of useful information. He asked staff hypothetically if there was a simple "Metro only" referendum in the Metro compact jurisdictions, would it pass. Mr. Taube responded that it is very likely it would. Mr. Snyder observed that, regardless of whether one agrees or disagrees with parts of the report, it should be made available to people to use.

Vice Chairman Ferguson suggested discussing the "where do we go from here" aspect of this issue with PRTC at the joint meeting in November. Delegate Reese cautioned that any mention of proposing a new referendum would be poison. Vice Chairman Ferguson stated that the discussion with PRTC need not emphasize a future referendum. There were no objections.

Mr. Connolly moved, with a second by Mr. Kauffman, to have NVTC go on record supporting the NVRTA resolution calling for the immediate creation of a "blue ribbon" panel to examine the need for dedicated source of revenue for WMATA.

Mr. Connolly explained that given the dire straights of Metro and the pressures of local budgets, it is important to look at dedicated sources of revenue for Metro. WMATA is the largest transit system in the country that doesn't have some kind of dedicated source of revenue. If there is any chance of action on increased state transportation funding, it needs to happen during the next General Assembly session. In response to a question from Mrs. Bulova, Mr.

Connolly stated that the panel would look at funding for the entire Metro system, including bus and rail. Mr. Snyder expressed his support for the panel and introduced a friendly amendment that would include a request that NVTC staff provide technical support. Mr. Connolly and Mr. Kauffman agreed to include this in the main motion. Mrs. Bulova stated that she assumes that jurisdictional staff would be involved. Vice Chairman Ferguson also stated that MWCOG staff should be included too.

The commission then voted on the amended motion and it passed. The vote in favor was cast by commissioners Bulova, Connolly, Ebbin, Ferguson, Gaines, Kauffman, Rae, Reese, Snyder, Whipple and Zimmerman.

#### NVTC Testimony to the Commonwealth Transportation Board

Mr. Taube explained that the commission is asked to authorize NVTC's chairman, or his designee, to present the testimony on behalf of the commission at the pre-allocation hearing.

Mr. Connolly expressed his support for the testimony but cautioned that it is important for the region not to sound too greedy for funding. Ms. Rae explained that the format for the hearing is very different than in the past and the hearing will be conducted by CTB via video conference. Staff and some CTB members will be present, but the Secretary of Transportation and other state officials will be on a live video feed.

Mr. Zimmerman expressed his opinion that this format is the wrong thing to do and government shouldn't work that way. He stated that it's amazing that the location of the hearing is more remote than it's ever been before and when you get there, officials won't be there but in Richmond. At the very least, CTB should be able to teleconference from a closer location. Mrs. Whipple stated that we should be open to the notion of teleconferencing. It could lead to greater attendance by officials and CTB members.

There were no objections to NVTC's chairman, or his designee, presenting the testimony on behalf of the commission.

#### Virginia's Multimodal Plan—VTRANS 2025

Mr. Taube explained that given the initial August deadline for comments on the plan, NVTC staff submitted comments. The deadline has been extended so there is opportunity for commissioners to suggest additional issues to be brought to the attention of the plan's policy committee. Judy Connolly is the chair of that committee. Mr. Taube stated that it is his understanding that NVTA is going to be asked to comment and point out that the purpose of the 2020 Plan update is to develop priorities for the region. The VTRANS 2025 policy

committee should be aware of this so that there won't be any conflict between these two initiatives.

Mr. Kauffman stated that the Richmond Highway project should be acknowledged as a major project in this region.

Delegate Reese suggested page 6 of the draft document, recommendation 3 "Expand the use of congestion mitigation initiatives such as high-occupancy toll (HOT) lanes and Bus Rapid Transit (BRT)" should have the following wording added: "...while affirming that transportation is a core function of government." He stated that in the future there may be efforts to sell the roads to private enterprises to run toll roads. Mr. Connolly agreed and stated that the public will not appreciate it when the region is rippled with privately maintained toll roads. Delegate Reese explained that states can levy tolls, which could be used to support revenue bonds with the bonds used to fund transportation projects. This wouldn't happen if the roads were run by private corporations.

There were no objections to forwarding these additional comments to the policy committee.

#### Status of Federal SmarTrip Grant

Mr. Taube reminded commissioners that FTA abruptly cancelled an important grant being used by NVTC to provide technical consulting assistance to NVTC's jurisdictions that are installing 387 fare boxes to implement the integrated regional SmarTrip fare collection system. He reported that three members of Congress wrote to FTA concerning this issue but there has been no response by FTA.

#### NVTC Tech Talk – A Quick Primer on Smart Cards

Vice Chairman Ferguson suggested holding off discussion on this item until next month. There were no objections.

#### WMATA Items

Route 1 Corridor Service Restructuring Plan. Mr. Kauffman reported that the WMATA Board has approved the plan, which will be effective September 26, 2004. This restructuring is part of extensive efforts to improve transit service in that corridor in cooperation with Fairfax County and Alexandria. Richmond Highway (REX) routes will offer limited stops with connections to Fairfax Connector and DASH routes between Fort Belvoir and Huntington and King Street Metrorail stations. The REX buses are low-floor, equipped with SmarTrip fareboxes and feature transponders to hold green lights for up to 10 seconds.

3Y Metrobus Service to Farragut Square. Vice Chairman Ferguson observed that the new effort funded by Arlington County will provide direct bus service from Lee Highway to Farragut Square to relieve Metrorail crowding through Rosslyn.

Metrobus Timetables in PDA Format. WMATA has added a convenient feature to its website that allows customers to select routes for downloading schedules directly to their personal digital assistants. Arlington County pioneered the use of this feature and NVTC has helped extend its use to other transit systems.

Metro Matters Funding Agreement. The WMATA Board acted on August 19<sup>th</sup> to transmit to its jurisdictions a draft funding agreement for comment and approval. The target for final approval by the WMATA Board is October, 2004. Mr. Connolly asked NVTC staff to put together a report that lists what jurisdictions are doing to meet this funding commitment.

Regional Panel to Address Dedicated Funding. The WMATA Board has adopted a resolution acknowledging the need for and encouraging the establishment of a "blue ribbon" panel to address the appropriate roles of federal, state and local funding in meeting WMATA's future capital and operating needs; to identify dedicated sources of revenue for WMATA, including public acceptance and necessary governmental actions; and to make recommendations for achieving dedicated funding for WMATA.

### Legislative Items

Mr. Taube stated that there is nothing to report on the federal reauthorization of TEA-21.

### Regional Transportation Items

AARP Mobility Forum. Mr. Taube reported that the American Association of Retired Persons (AARP) hosted a Mobility Forum in Washington, D.C. on June 28th and 29th. AARP has made enhanced mobility options one of its major goals in its long-term objective of increasing the "independence, choice and control" for Americans over the age of 50. The purpose of the Mobility Forum was to develop a "blueprint for action" to educate and energize the public toward this goal.

The workshop discussions provided relevant contextual material to support NVTC's study on *Meeting the Mobility Needs of Older Northern Virginia Residents*. NVTC recently received notice from DRPT that NVTC is a recipient of a \$114,000 grant to analyze the transportation implications of a rapidly aging population for Northern Virginia. NVTC staff has begun a demographic and GIS analysis of 2000 Census data and in September will convene a multi-disciplinary advisory team of transportation planners and human resource agencies

representatives. At its October meeting, staff will request commission approval to release a Request for Proposals to procure a contractor to assist in survey and focus group research. The study is expected to conclude in July, 2005.

Status of the 2030 Northern Virginia Transportation Plan. Mr. Taube explained that NVTC has been requested to procure a consultant to assist in an update of the Northern Virginia Regional Transportation Plan. Jana Lynott will serve as the contract manager for this contract. NVTC recently concluded negotiations with BMI-SG, including the following subcontractors: Travesky and Associates, Ltd., (public involvement); Kittleson and Associates, Inc., (transit and multi-modal level of service analysis); Burgess and Niple, Inc., (highway, transit and bicycle facility cost estimation); and Trichord, Inc., (intelligent transportation systems planning and cost estimation). Work is expected to conclude by August 30, 2005, and includes a project inventory and update of the 2020 Plan project lists; travel demand modeling and highway, transit, and park-and-ride lot level of service analyses; a multi-modal level of service analysis for four major transportation corridors; project prioritization; and public outreach.

Pike Transit Initiative. Mr. Taube reported that a policy advisory committee has been established, co-chaired by Chris Zimmerman and Penny Gross. NVTC's executive director is one of the 13 members. Goals for the initiative include increased mobility, a catalyst for economic development, safe environment, regional connections and pedestrian-friendly Main Street. For each of these, performance measures have been identified in addition to the federal "New Starts" criteria and measures. By the end of 2004, selection of a locally preferred alternative should be possible. Bus rapid transit and streetcar systems are under active consideration with an extensive public outreach program underway. Any construction is at least five or six years away.

HOV Task Force Reconvened. The governor's HOV Task Force reconvened on August 18, 2004, to continue discussions on how the state can improve Northern Virginia's HOV system.

### NVTC Transit Information Nuggets

NVTC staff has produced another series of Transportation Nuggets that will rotate on NVTC's website, as well as be available for downloading. Commissioners may also request a CD for use on their own websites.

### Trends of Gas Prices and Transit Ridership

Mr. Taube stated that in response to sharply higher gas prices over the past few months, commissioners asked if such prices contribute to measurable increases in transit ridership. Staff looked at the historical relationship dating to 1934, comparing annual nationwide transit trips to the annual nationwide average price of gasoline (adjusted for inflation). There does not appear from the trend

lines to be a direct relationship between increased gas prices and increased transit ridership.

Mr. Taube referred to a handout that showed elasticities of demand for transit as a function of fuel prices, derived from studies around the world. Again, only a very modest positive relationship was found.

Vice Chairman Ferguson stated that this seems to imply that people will continue to drive unless gasoline prices go way up. Mr. Connolly observed that traffic congestion seems to play a bigger role in people switching to transit. In response to several comments by commissioners, Mr. Connolly stated that with respect to the elasticity of transit ridership, it is important to take into account that for practical purposes a large portion of the population doesn't have choices on how to get to work.

#### NVTC Financial Reports for June and July, 2004

The financial reports were provided to commissioners and there were no questions.

#### GEORGE On-Board Survey

Mr. Snyder explained that a survey is needed to provide input for NVTC's project evaluation report. George Hoyt & Associates is already under contract to NVTC for bus route analysis. The evaluation should be completed by the November 4<sup>th</sup> meeting.

Mr. Snyder moved, with a second by Mrs. Whipple, to authorize a task order to George Hoyt & Associates to complete an on-board survey of GEORGE bus passengers for a price not to exceed \$14,000. The vote in favor was cast by commissioners Bulova, Connolly, Ebbin, Ferguson, Gaines, Kauffman, Rae, Reese, Snyder, Whipple and Zimmerman.

#### VRE Items

Report from the VRE Operations Board. Mrs. Bulova encouraged commissioners to read the minutes of the VRE Operations Board meeting of August 20, 2004.

Preliminary FY 2006 Budget Recommendations. Mrs. Bulova stated that the VRE Operations Board recommends approval of Resolution #1039, which would forward the preliminary VRE budget to the jurisdictions for review and comment. The preliminary budget assumes a continuation of 32 daily trains and average daily ridership of 15,600 (4 percent growth from FY 2005). It includes a new reserve and accommodates a transition to budgeting federal grants a year later than has been the practice (since delayed appropriations and a lengthy

application process result in actual receipt of federal funds beyond the year in which VRE has previously budgeted).

Mrs. Bulova explained that to fund the budget various combinations of \$600,615 of fare and local subsidy increases are proposed. The budget is subject to change, as the review process will continue until the VRE Board is asked to act in December, 2004 and forward a final budget to the commissioners for consideration in January, 2005.

Mrs. Bulova moved, with a second by Mr. Zimmerman, to approve Resolution #1039. The vote in favor was cast by commissioners Bulova, Connolly, Ebbin, Ferguson, Gaines, Kauffman, Rae, Reese, Snyder, Whipple and Zimmerman.

Equipment Specialist and Purchasing Administrator. Mrs. Bulova stated that Resolution #1040 would authorize VRE's CEO to fill two new positions, an equipment specialist and purchasing administrator. Federal grants and savings in consultant fees cover most of the costs.

On a motion by Mrs. Bulova and a second by Mr. Zimmerman, the commission unanimously approved Resolution #1040 (copy attached). The vote in favor was cast by commissioners Bulova, Connolly, Ebbin, Ferguson, Gaines, Kauffman, Rae, Reese, Snyder, Whipple and Zimmerman.

Service Contract for SmarTrip Project Engineer. Mrs. Bulova reported that the VRE Operations Board recommends commission approval of Resolution #1041, which would authorize VRE's CEO to advertise and award a contract for an independent contactor to serve as a project engineer for SmarTrip integration. The budgeted amount would not exceed \$257,400 over three years. Federal grants will cover the cost, together with required state and local matching funds.

Mrs. Bulova moved, with a second by Mr. Zimmerman, to approve the resolution (copy attached).

In response to a question from Mrs. Whipple, Mr. Taube stated that this action is not affected by the SmarTrip funds taken away by FTA.

The commission then voted on the motion and it passed. The vote in favor was cast by commissioners Bulova, Connolly, Ebbin, Ferguson, Gaines, Kauffman, Rae, Reese, Snyder, Whipple and Zimmerman.

Renewal of Line of Credit. Mrs. Bulova stated that Resolution #1042 would authorize renewal by NVTC of a \$1 million VRE line of credit at SunTrust Bank. This overdraft protection is used occasionally by VRE when receipt of grants is delayed.

On a motion by Mrs. Bulova and a second by Mr. Zimmerman, the commission unanimously approved the Resolution (copy attached). The vote in

favor was cast by commissioners Bulova, Connolly, Ebbin, Ferguson, Gaines, Kauffman, Rae, Reese, Snyder, Whipple and Zimmerman.

Construction Contract Award for Broad Run Pit. Mrs. Bulova reported that the VRE Operations Board recommends approval of Resolution #1043. This resolution would authorize award of a contract to Chemung Contracting Corporation, Inc. of Richmond, Virginia in the amount of \$1,750,630. A new inspection pit is required because of the need to shift more maintenance work to the outlying VRE yards.

On a motion by Mrs. Bulova and a second by Mr. Zimmerman, the commission unanimously approved the Resolution (copy attached). The vote in favor was cast by commissioners Bulova, Connolly, Ebbin, Ferguson, Gaines, Kauffman, Rae, Reese, Snyder, Whipple and Zimmerman.

Construction Contract Award for Quantico Station. Mrs. Bulova stated that Resolution #1044 (copy attached) would authorize VRE's CEO to award a contract to MONARC Construction, Inc. for rehabilitation of VRE's Quantico Station. The cost will not exceed \$847,823 of grant funds included in VRE's approved CIP.

Mrs. Bulova moved, with a second by Mr. Zimmerman, to approve Resolution #1043. The vote in favor was cast by commissioners Bulova, Connolly, Ebbin, Ferguson, Gaines, Kauffman, Rae, Reese, Snyder, Whipple and Zimmerman.

Contract Award for Facilities Maintenance. Mrs. Bulova reported that Resolution #1045 would authorize VRE's CEO to award a contract for facilities maintenance to NV Enterprises, Inc. in an amount not to exceed \$2 million annually for five years (base year plus four, one-year options). This action covers only the first year of the contract. This resolution is based on reissuance of the request for proposals following a protest by one of the firms that led to cancellation of the original procurement.

On a motion by Mrs. Bulova and a second by Mr. Zimmerman, the commission unanimously approved the resolution (copy attached). The vote in favor was cast by commissioners Bulova, Connolly, Ebbin, Ferguson, Gaines, Kauffman, Rae, Reese, Snyder, Whipple and Zimmerman.

Contract Award for Integrated Financial Management Software. Mrs. Bulova stated that the VRE Operations Board recommends approval of Resolution #1046, which would authorize VRE's CEO to execute a contract with Mitchell Humphrey to provide an integrated financial system at a price not to exceed \$350,000. VRE's auditors have recommended such a system. Federal grant funds are included in VRE's approved CIP.

On a motion by Mrs. Bulova and a second by Mr. Zimmerman, the commission unanimously approved the Resolution (copy attached). The vote in

favor was cast by commissioners Bulova, Connolly, Ebbin, Ferguson, Gaines, Kauffman, Rae, Reese, Snyder, Whipple and Zimmerman.

Contract Award for Locomotive Fuel Supply. Mrs. Bulova reported that the VRE Operations Board recommends approval of Resolution #1047. This resolution would authorize VRE's CEO to award a contract not to exceed \$1,070,000 for the first year to Quarles Petroleum of Fredericksburg for diesel fuel delivered to Crossroads Yard. VRE uses about 800,000 gallons at that yard each year. This item is a second request as no bids were received earlier this year. The contract has a five-year term including four, one-year options.

Mrs. Bulova moved, with a second by Mr. Zimmerman, to approve Resolution #1047 (copy attached).

Mr. Zimmerman stated that the Operations Board discussed low sulfur fuel and it is hoped that the Board will look at it again in the future. This type of fuel would have some positive environmental impact but would cost more. Mr. Zimmerman was also interested in how VRE purchases its fuel and whether it hedges. Another question is whether VRE should join in some type of fuel purchase with another large purchaser, such as WMATA. Mr. Zehner explained that Fredericksburg is outside the WMATA area, but it may be possible to combine with WMATA for fuel for the Manassas Line. He will also check with VDOT. Vice-Chairman Ferguson stated that he will support the current resolution, but would not support future fuel contracts that did not include low sulfur fuel.

The commission then voted on the motion and it passed. The vote in favor was cast by commissioners Bulova, Connolly, Ebbin, Ferguson, Gaines, Kauffman, Rae, Reese, Snyder, Whipple and Zimmerman.

Task Order to RailPlan International. Mrs. Bulova stated that Resolution #1048 would authorize VRE's CEO to amend a task order in the Mechanical Engineering II contract with RailPlan International, Inc. for general and administrative services not to exceed \$80,000. This increment brings the total task order amount to \$227,750, which should sustain these activities through February, 2005.

On a motion by Mrs. Bulova and a second by Mr. Zimmerman, the commission unanimously approved the Resolution (copy attached). The vote in favor was cast by commissioners Bulova, Connolly, Ebbin, Ferguson, Gaines, Kauffman, Rae, Reese, Snyder, Whipple and Zimmerman.

Customer Opinion Survey. Mrs. Bulova explained that VRE has completed its tenth annual customer opinion survey. Overall customer satisfaction is down with primary concerns being on-time performance, crowded trains, lack of parking and increased fares. Mr. Zimmerman observed that those passengers who have been riding the longest are the least satisfied.

Mr. Kauffman observed that VRE does a great job of communicating to its riders. He requested a compendium of VRE's customer service initiatives. Mr. Zimmerman stated that it would also be helpful to include what other transit agencies do as well. Mrs. Bulova stated that VRE does a good job of keeping passengers informed by way of announcements on the trains as to why there are delays. Mr. Zehner stated that Meet the Management events are very successful in reaching out to the passengers and hearing their concerns.

Other Business

Delegate Reese asked that staff or counsel from the jurisdictions research limits on revenue bonds imposed by Virginia's constitution under Article X Section 9(c).

Ms. Rae announced that a new project director has been hired for the Dulles Rail project and stated that she would like to introduce the director to commissioners. Vice Chairman Ferguson suggested this occur at the next meeting.

Adjournment

Without objection, Vice-Chairman Ferguson adjourned the meeting at 9:40 P.M.

Approved this seventh day of October, 2004.

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William D. Euille  
Chairman

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Gerald Connolly  
Secretary-Treasurer