



Virginia Railway Express Passenger Survey 2002

Welcome to VRE's 2002 Passenger Survey!

If you have already filled this out on the website, please do not complete this survey!!!

VRE surveys our customers every year to gain information on your opinions about our service. Your answers are important and will help us not only improve service, but keep you as a satisfied customer. We realize the form is a bit long, but it is *very important* to us!! Your individual responses are strictly confidential and will be used for statistical analysis only.

After completing this survey you may hand it to a staff person or leave it on your seat as you detrain. **Thank you for your time and for riding the Virginia Railway Express.**

Please circle the letter of your response.

1) At which VRE station did you board this morning?

- | | | |
|------------------|-------------------|---------------------------|
| a) Broad Run | f) Backlick Road | k) Rippon |
| b) Manassas | g) Fredericksburg | l) Woodbridge |
| c) Manassas Park | h) Leeland Road | m) Lorton |
| d) Burke Centre | i) Brooke | n) Franconia/ Springfield |
| e) Rolling Road | j) Quantico | o) Alexandria |

Count	TRAIN																Grand Total	%		
	Q1	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334			999	
A				1	1					89	109	140	105	83	54	6	23	611	13%	
B										66	73	92	84	75	61	7	14	472	10%	
C				1						58	90	98	79	77	52	7	14	476	10%	
D										61	73	98	93	94	37	3	25	484	10%	
E										37	30	91	54	41	50	1	19	323	7%	
F				1						7	7	17	13	10	16		4	75	2%	
G	43	18	218	132	161	110	84	60									27	853	18%	
H				81	75	98	59	52	37									20	422	9%
I				57	50	71	48	36	18									14	294	6%
J	8			44	28	36	20	26	9									13	184	4%
K	1			40	40	54	51	30	22									14	252	5%
L	3	2		49	60	60	43	33	26									15	291	6%
M	1			14	10	8	23	21	14									5	96	2%
N					2	1	3	9	2									3	20	0%
O				1		1		1				1	2					6	6	0%
Grand Total	56	20	507	398	490	357	292	188	318	383	538	428	380	270	24	210		4859	100%	

2) At which station will you disembark the train this morning?

- a) Union Station
- b) L'Enfant
- c) Crystal City
- d) Alexandria
- e) Backlick Road
- f) Quantico
- g) Woodbridge
- h) Lorton
- i) Franconia/ Springfield

Count	TRAIN																	
Q2	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	37	4	88	59	73	50	54	36	62	50	85	77	91	55	7	37	865	18%
B	2	1	206	166	177	123	114	63	161	215	246	189	170	138	10	95	2076	43%
C		1	122	113	128	108	73	47	84	105	176	142	84	54	3	43	1283	26%
D	16	11	50	33	54	52	33	30	10	13	25	18	30	19	4	28	426	9%
E									2		3	2	3	2			12	0%
F		1	2	3	11	5	3	2								2	29	1%
G	1		1	1		4	3	4			1					3	18	0%
H			5	2	6	3	3	1									20	0%
I		1	29	20	36	12	8	6								6	118	2%
Grand Total	56	19	503	397	485	357	291	189	319	383	536	428	378	268	24	214	4847	100%

3) What train do you normally ride home? (Times shown represent departures from Union Station and include Amtrak Trains – second number is train number).

A: Manassas Line

- a) 10:35a / 51
- b) 1:30p / 325
- c) 3:45p / 327
- d) 4:25p / 329
- e) 5:00p / 331
- f) 5:30p / 333
- g) 6:05p / 335
- h) 6:50p / 337
- i) 7:10p / 19

B: Fredericksburg Line

- a) 10:25a / 79
- b) 1:00p / 301
- b) 2:25p / 95
- c) 3:38 / 303
- d) 4:05p / 305
- e) 4:45p / 307
- f) 5:15p / 309
- h) 5:45p / 93/83
- i) 5:55p / 311
- j) 6:40p / 313
- k) 7:00p / 85

Manassas

Count	TRAIN												
Q3A	84	302	310	322	324	326	328	330	332	334	999	Grand Total	%
A				1		1				1		3	0%
B				4	4	2	5	2	1	1	2	21	1%
C		1	1	123	116	79	35	19	17	1	16	408	17%
D			1	81	116	148	98	49	25	3	22	543	23%
E				40	83	166	136	106	51	3	22	607	25%
F	1			33	38	79	92	90	75	4	26	438	18%
G				15	17	40	41	70	61	3	7	254	11%
H				12	7	12	15	25	28	2	7	108	4%
I				5	1	4	3	4	3			20	1%
Grand Total	1	1	2	314	382	531	425	365	261	18	102	2402	100%

Fredericksburg

Count	TRAIN																
Q3B	84	86	300	302	304	306	308	310	322	324	326	330	332	999	Grand Total	%	
A			1	1				1						1	4	0%	
B	1		7		5	4	1	2	1					1	22	1%	
C			8	1	3	1									13	1%	
D	2	2	153	57	53	24	20	7			1	1		12	332	14%	
E	5	3	124	88	73	53	21	11			1		1	12	392	16%	
F	12	3	118	132	159	90	64	30							36	644	27%
G	10	3	55	64	117	100	90	59							28	526	22%
H	18	1	6	9	21	17	11	5		1					3	92	4%
I	2	2	18	32	43	42	47	28						1	15	230	10%
J	3	1	11	10	11	17	33	29						1	4	120	5%
K	3	3	2	1	3		1	8							1	22	1%
Grand Total	56	18	503	395	488	348	288	180	1	1	2	3	1	113	2397	100%	

4) What type of ticket are you using today?

- | | | |
|---------------------------|--------------------------|----------------------------------|
| a) Single Ride/Round Trip | c) Monthly | e) TLC-Joint VRE-Metro Fare Card |
| b) Ten Trip | d) Free Ride Certificate | |

Count	TRAIN																	
Q4	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A		1	11	5	14	6	15	13	4	3	10	12	7	5	2	3	111	2%
B	30	15	281	215	263	198	155	116	178	188	263	225	202	158	17	124	2628	54%
C	22	3	173	147	176	129	101	46	118	167	229	164	145	85	4	77	1786	37%
D		7	2	8	7	3	6	2	6	7	3	4	7				62	1%
E	4	1	32	23	27	17	14	7	12	18	27	23	21	13	1	11	251	5%
Grand Total	56	20	504	392	488	357	288	188	314	382	536	427	379	268	24	215	4838	100%

5) Where did you purchase this ticket?

- | | |
|---|--|
| a) At a station from Ticket Vending Machine (TVM) | c) Through the mail |
| b) From an station or off-site vendor | d) On the Internet from commuterdirect.com |

Count	TRAIN																	
Q5	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	32	12	141	120	156	131	123	81	124	130	201	180	191	117	9	95	1843	39%
B	21	7	347	264	307	209	154	99	183	235	309	222	170	130	14	108	2779	58%
C			4	3	11	4	4	2	2	5	10	7	4	5	1	4	66	1%
D	3	1	7	5	7	7	3	1	4	7	9	12	6	7		8	87	2%
Grand Total	56	20	499	392	481	351	284	183	313	377	529	421	371	259	24	215	4775	100%

6) Have you used the Fare Collection 2 Machines either at the platform or from a vendor?

a) Yes

b) No

Count	TRAIN																	
Q6	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	34	10	212	181	232	186	147	103	155	211	275	240	227	167	14	118	2512	52%
B	22	10	289	211	255	165	141	82	155	169	254	180	147	99	10	96	2285	48%
Grand Total	56	20	501	392	487	351	288	185	310	380	529	420	374	266	24	214	4797	100%

7) The new Fare Collection 2 system is: (Circle all that apply)

a) Faster

b) Easy To Use

c) Convenient

Count	TRAIN																	
Q7	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	
A	16	6	135	113	142	116	102	72	95	134	168	144	141	104	7	82	1577	
B	26	6	149	120	186	152	111	74	112	135	205	182	161	110	9	114	1852	
C	14	6	126	96	129	99	87	57	87	94	147	128	104	66	8	79	1327	
Grand Total	82	24	559	449	643	519	411	277	406	498	725	636	567	390	33	389	6608	

8) Have you used one of the three Commuter Stores (Crystal City, Ballston, Rosslyn, Springfield)?

a) Yes

b) No

Count	TRAIN																	
Q8	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	7	5	207	162	175	148	104	70	137	157	246	182	133	82	10	77	1902	40%
B	49	15	295	231	309	208	186	118	177	220	286	243	243	182	13	137	2912	60%
Grand Total	56	20	502	393	484	356	290	188	314	377	532	425	376	264	23	214	4814	100%

9) If yes, rate your satisfaction with the service received at the store? (1 - not convenient; 10 - very convenient)

1 2 3 4 5 6 7 8 9 10

Count	TRAIN																	
Q9	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
1	1		10	2	7	5	2	2	4	8	5	4	7	4	1	4	66	3%
2			3		4	4	2	1	1		2	3	2	1		1	24	1%
3			2	4	3	1	3	1		4	6	4	5	3		2	38	2%
4	1		9	4	5	2	3		4	3	4	4	4	1		2	46	2%
5		2	15	9	11	9	7	4	9	14	17	7	9	5		4	122	6%
6	2	1	9	9	7	4	5	3	4	11	14	10	4	6	1	4	94	5%
7	1		8	14	26	15	13	9	14	14	30	23	18	8	2	4	199	10%
8	2		44	27	42	32	25	11	29	43	56	46	38	17	3	16	431	22%
9			44	38	19	22	18	16	29	23	43	33	19	12	3	16	335	17%
10	1	2	74	56	71	61	32	24	50	46	78	56	33	28	3	25	640	32%
Grand Total	8	5	218	163	195	155	110	71	144	166	255	190	139	85	13	78	1995	100%

13) How did you travel to the VRE station this morning?

- a) Drove alone / Parked
- b) Drove / rode with others and parked
- c) Dropped off by car
- d) Metrobus
- e) Walked
- f) Bike
- g) OmniLink
- h) Fairfax Connector
- i) DASH
- j) Arlington Trolley
- k) Other

Count	TRAIN																	
Q13	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	45	9	435	333	400	292	226	152	285	333	441	348	314	214	10	180	4017	83%
B	5	2	33	37	42	28	23	10	4	18	44	22	11	20	1	11	311	6%
C	6	7	26	16	32	25	33	18	14	23	36	45	42	18	9	15	365	8%
D					1												1	0%
E		1	7	10	13	10	7	6	11	7	13	10	9	10	4	7	125	3%
F			1			1			1	1				4	2		10	0%
G											1		2	1			4	0%
K		1	3		1	1	1	1									8	0%
Grand Total	56	20	505	396	489	357	290	187	315	382	535	425	378	267	24	215	4841	100%

14) How far is it from your home to the VRE station where you boarded today?

- a) Less than 1/2 mile
- b) 1/2-2 miles
- c) 3-5 miles
- d) 6-10 miles
- e) 11 miles-20 miles
- f) 21 miles or more

Count	TRAIN																	
Q14	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	2		14	19	20	19	24	14	18	18	36	23	15	17	2	7	248	5%
B	4	5	76	69	79	74	53	42	135	153	188	171	164	107	13	74	1407	29%
C	14	3	139	112	142	95	86	55	74	106	167	117	106	79	6	60	1361	28%
D	20	7	184	118	165	110	82	39	47	58	73	57	45	31	1	42	1079	22%
E	13	5	76	56	60	33	29	26	22	25	41	36	20	19	1	24	486	10%
F	3		17	20	22	25	15	12	19	23	29	19	29	13		8	254	5%
Grand Total	56	20	506	394	488	356	289	188	315	383	534	423	379	266	23	215	4835	100%

15) How will you get to your final destination when you get off the train?

- a) Walk
- b) Bike
- c) Taxi
- d) Metrorail
- e) Car
- f) Metrobus
- g) ART bus
- h) MARC
- i) DASH
- j) Fairfax Connector
- k) Other

Count	TRAIN																	
Q15	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	26	8	291	242	297	216	195	119	204	249	355	302	242	181	10	123	3060	64%
B			1		2	1			2					1		1	8	0%
C	1	1								1	1	2		2		1	9	0%
D	21	8	113	89	96	103	67	46	62	80	124	79	98	51	7	44	1088	23%
E	5	1	37	32	41	22	18	13	19	24	21	14	19	13	2	20	301	6%
F		1	17	7	14	4	1	3	7	10	7	3	2	5	1	2	84	2%
G			4	1	1		2			2	4	5	2			4	25	1%
H			3		2					2						1	8	0%
I	3	1	10	6	12	7	1	4	1	2	10	2	4	1		7	71	1%
J			10	2	9	2	1		1	1	2	1				3	32	1%
K			18	15	15	2	5	3	17	11	12	7	2	5	2	8	122	3%
Grand Total	56	20	504	394	489	357	290	188	313	382	536	415	369	259	22	214	4808	100%

16) Do you own a Metro SmartTrip Card?

- a) Yes
- b) No

Count	TRAIN																	
Q16	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	13	3	103	81	93	73	60	39	56	83	127	90	75	50	5	49	1000	21%
B	43	17	403	317	395	285	232	150	263	299	408	335	305	217	19	166	3854	79%
Grand Total	56	20	506	398	488	358	292	189	319	382	535	425	380	267	24	215	4854	100%

17) Do you currently receive "Smart Benefits?"

- a) Yes
- b) No
- c) Don't know what this is

Count	TRAIN																	
Q17	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	6	2	52	32	60	47	29	17	45	43	85	68	39	30	3	12	570	12%
B	30	16	247	188	242	174	147	97	148	169	240	181	190	141	8	75	2293	48%
C	20	2	193	165	183	128	111	71	113	161	201	169	139	90	11	128	1885	40%
Grand Total	56	20	492	385	485	349	287	185	306	373	526	418	368	261	22	215	4748	100%

18) How long will it take to reach your final destination when you get off the train?

- a) Less than 5 minutes c) 11-15 minutes e) 21+ minutes
 b) 5-10 minutes d) 16-20 minutes

Count	TRAIN																	
Q18	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	9	3	128	95	118	99	87	42	77	94	167	141	110	84	5	51	1310	27%
B	14	5	122	108	157	111	92	64	95	122	150	147	118	91	7	54	1457	30%
C	18	3	117	102	100	79	56	36	74	94	132	74	88	57	6	49	1085	22%
D	9	6	57	52	75	38	30	25	45	46	51	33	38	24	3	32	564	12%
E	6	3	78	40	39	29	25	20	26	26	33	28	20	12	2	25	412	9%
Grand Total	56	20	502	397	489	356	290	187	317	382	533	423	374	268	23	211	4828	100%

19) How do you get to work on the days you do not ride the VRE?

- a) Always use VRE e) Car and Metrorail i) "Slug"
 b) Drive alone f) Bus j) Other
 c) Carpool g) Car and Bus
 d) Vanpool h) Bus and Metrorail

Count	TRAIN																	
Q19	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	21	8	171	139	173	107	84	47	84	132	171	134	104	81	3	75	1534	32%
B	21	5	232	142	205	139	118	96	131	128	149	125	124	83	3	81	1782	37%
C	4	1	27	40	27	27	17	4	9	11	31	28	17	13	2	5	263	6%
D			2	3		1	2		2	1	1						12	0%
E	7	2	42	48	54	57	45	23	75	87	153	110	98	76	10	33	920	19%
F			4	4	3		2	3	2	2	1				2	5	28	1%
G	1		6	3	4	4	2	1	3	2	1	3	1			1	32	1%
H				1	3		1	1	5	8	9	7	13	2		4	54	1%
I		1	8	9	10	19	8	3	3	2	8	7	4	1		5	88	2%
J	2	1	8	5	7	4	8	8	3	4	6	1	9		1	1	68	1%
Grand Total	56	18	500	394	486	358	287	186	317	377	530	415	370	256	21	210	4781	100%

20) Before you began using VRE, what was your usual means of commuting?

- a) Drove alone
- b) Carpool
- c) Vanpool
- d) Car and Metrorail
- e) Bus
- f) Car and Bus
- g) Bus and Metrorail
- h) "Slug"
- i) I have always used VRE
- j) Other

Count	TRAIN																	
Q20	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	24	7	184	148	185	149	133	89	120	128	180	158	155	99	7	70	1836	38%
B	1		64	42	52	23	24	12	45	52	81	49	35	24	1	16	521	11%
C	4	1	44	39	26	15	11	7	21	23	18	13	11	5	1	11	250	5%
D	6	1	34	28	35	45	38	27	49	55	96	90	75	51	4	35	669	14%
E	2	1	26	18	15	13	8	6	6	12	12	7	6	4		6	142	3%
F	1		14	14	9	8	7	1	5	9	6	8	5			6	93	2%
G	2		7	5	6	8	4	2	16	13	22	15	24	17		10	151	3%
H		1	15	11	20	16	8	7	3	3	17	12	3	3	1	3	123	3%
I	14	4	103	79	127	71	47	31	48	76	95	57	51	51	4	55	913	19%
J	1	2	13	9	11	9	10	4	5	10	4	10	6	7	3	2	106	2%
Grand Total	55	17	504	393	486	357	290	186	318	381	531	419	371	261	21	214	4804	100%

21) What are your work hours: (Choose the one closest to your work start)

Start Time (AM)

- a) 6:00-6:15
- b) 6:16-6:30
- c) 6:31-6:45
- d) 6:46-7:00
- e) 7:01-7:15
- f) 7:16-7:30
- g) 7:31-7:45
- h) 7:46-8:00
- i) 8:01-8:15
- j) 8:16-8:30
- k) 8:31-8:45
- l) 8:46-9:00
- m) 9:01-9:30
- n) After 9:30

Count	TRAIN																	
Q21	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A			14	7	5	2	1		72	9	5	2	1	1		6	125	3%
B			77	6	2	1	2	1	98	7	4	1	2	2		14	217	5%
C			116	13	7	4	2		55	4	5	1	1	1		23	232	5%
D			150	32	9	5	5	1	25	129	21	6	2	1	2	16	404	8%
E	1	1	79	141	39	9	5	6	13	157	46	13	5	4		16	535	11%
F	1	1	30	99	80	22	12	4	12	39	130	19	7	5		25	486	10%
G	1		11	51	123	16	12	3	9	19	159	34	10	3		24	475	10%
H	2		8	22	119	51	25	5	2	9	85	124	30	7	3	19	511	11%
I	9	1	7	12	69	98	38	9	4	6	52	148	44	18	3	21	539	11%
J	21	2	7	11	20	82	40	15	8		11	45	105	27	1	22	417	9%
K	7	2	2	3	8	36	60	17	4		10	15	70	32	2	11	279	6%
L	9	2	1	1	6	18	50	36	6	1	6	9	71	61	2	8	287	6%
M	4	4	1			12	32	73	9	3	3	4	23	99	5	6	278	6%
N	1	4			1	1	2	15				2	2	3	2	2	35	1%
Grand Total	56	17	503	398	488	357	286	185	317	383	537	423	373	264	20	213	4820	100%

22) End Time (PM)

- | | | | |
|----------------|--------------|--------------|---------------|
| a) Before 2:00 | h) 3:46-4:00 | o) 5:31-5:45 | v) 7:16-7:30 |
| b) 2:00-2:30 | i) 4:01-4:15 | p) 5:46-6:00 | w) 7:31-7:45 |
| c) 2:31-2:45 | j) 4:16-4:30 | q) 6:01-6:15 | x) 7:46-8:00 |
| d) 2:46-3:00 | k) 4:31-4:45 | r) 6:16-6:30 | y) After 8:00 |
| e) 3:01-3:15 | l) 4:46-5:00 | s) 6:31-6:45 | |
| f) 3:16-3:30 | m) 5:01-5:15 | t) 6:46-7:00 | |
| g) 3:31-3:45 | n) 5:16-5:30 | u) 7:01-7:15 | |

Count	TRAIN																	
Q22	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	1		3		1	3	1		1	2	1	4	3				20	0%
B			4		1				2	2	1	1	1			1	13	0%
C			2		2		1		3		1	1					10	0%
D			8						4	1	3		1		1		18	0%
E		1	15	2	5	1	1		14	3	8		1	2		7	60	1%
F		1	76	21	7	3	3		26	36	5	3	3	3		8	195	4%
G	1		77	33	19	9	2	5	48	50	28	6	5	3		15	301	6%
H	3	1	72	53	28	21	10	4	43	47	38	23	12	5		12	372	8%
I	1	1	60	53	63	30	14	7	37	33	63	22	8	7	1	11	411	9%
J	1	1	60	40	75	28	10	3	33	68	77	68	28	16	1	27	536	11%
K	10	1	43	65	56	39	30	11	9	41	55	56	25	12	2	22	477	10%
L	9		27	41	65	72	31	21	20	34	76	62	62	20		28	568	12%
M	9	3	25	24	81	64	65	32	25	22	91	77	61	39	1	24	643	13%
N	12	2	9	22	33	33	32	25	16	16	35	45	43	44	5	21	393	8%
O	4		8	18	20	24	24	24	6	9	23	24	46	42	2	20	294	6%
P	2	1	3	16	12	16	29	14	1	8	9	19	35	24		8	197	4%
Q		1	4	4	9	3	12	10	7	4	7	4	13	14	1	3	96	2%
R	1		3	3	5	4	7	9	4	1	6	3	14	11	1	5	77	2%
S	1		2	2		5	7	10	8	4	3	1	4	9	1	1	58	1%
T			1		3		3	1	4	1	3	4	6	6	1	1	34	1%
U		1		1		1	2			1	1	1	1	2	1		12	0%
V								3	1							1	5	0%
W								1	3							1	5	0%
X	1	1	1		1	1		2			1		1			1	10	0%
Y		1	1		2	1	2	2	1		1			1	2		14	0%
Grand Total	56	16	504	398	488	358	286	184	316	383	536	424	373	262	20	215	4819	100%

23) How many days do you normally ride VRE?

- a) Once a week
- b) Twice a week
- c) Three times a week
- d) Four times a week
- e) Five times a week
- f) Once or Twice a month
- g) A few times per year
- h) This is my first ride

Count	TRAIN																	
Q23	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	4		3	2	9	2	1	3	1	2	3	3	3	1		5	42	1%
B		2	11	6	10	6	11	3	3	8	12	8	10	11		5	106	2%
C	4	1	18	17	20	17	16	19	20	16	25	24	20	21	3	14	255	5%
D	2	5	79	53	60	43	44	37	71	74	73	67	72	46	6	32	764	16%
E	46	7	393	317	383	277	208	114	216	281	418	316	272	186	12	149	3595	74%
F		1	2	1	5	2	4	4	2	1	4	4	1	1	1	7	40	1%
G		2	1	1	1	7	3	3	2		2	2	1	4		3	32	1%
H		1		1	2	2	5	3	2	1	1		1				19	0%
Grand Total	56	19	507	398	490	356	292	186	317	383	538	424	380	270	22	215	4853	100%

24) Have you used the mid-day trains? (Circle all that apply)

- a) #325 (Leaves Union Station 1:30p)
- b) #334 (Leaves Broad Run at 10:15a)
- c) #301 (Leaves Union Station at 1:00p)

Count	TRAIN																	
Q24	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	
A	10	3	63	53	56	44	49	29	235	277	354	284	220	191	13	87	1968	
B	3	1	4	3	2	2	2	1	52	61	107	87	85	95	12	19	536	
C	26	10	345	249	276	207	165	86	21	31	37	39	42	32	1	77	1644	
Grand Total	39	14	412	305	334	253	216	116	308	369	498	410	347	318	26	183	4148	

25) If yes how often do you use a mid-day train?

- a) Daily
- b) Once a week
- c) 2-3 times per week
- d) 2-3 times per month
- e) Once a month or less

Count	TRAIN																
Q25	84	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A				2	1			1		2	2	3	2			13	0%
B	3	43	19	28	19	13	12	28	15	23	14	12	15	1	4	249	7%
C	1	12	9	6	2	1	1	8	5	4	4	3	3	3	1	63	2%
D	9	124	64	82	48	51	23	76	96	94	76	64	60	7	41	915	26%
E	15	209	207	202	168	137	76	148	181	280	228	180	143	8	119	2301	65%
Grand Total	28	388	299	320	238	202	112	261	297	403	324	262	223	19	165	3541	100%

The following questions apply to the November 5 Tax Referendum:

26) Are you aware that on November 5 residents of Northern Virginia will vote on a 1/2¢ sales tax increase that will fund transit and road improvements?

a) Yes

b) No

Count	Train																		
Q26	84	86	300	302	304	306	308	310	322	323	324	326	328	330	332	334	999	Grand Total	%
A	29	9	313	244	289	227	154	113	239	2	296	407	302	271	192	14	275	3376	70%
B	20	8	172	135	169	138	100	73	72	1	71	116	107	93	70	8	65	1418	30%
Grand Total	49	17	485	379	458	365	254	186	311	3	367	523	409	364	262	22	340	4794	100%

27) Did you know that if this referendum passes VRE stands to gain \$100 million that would fund our acquisition of new rail cars?

a) Yes

b) No

Count	Train																		
Q27	84	86	300	302	304	306	308	310	322	323	324	326	328	330	332	334	999	Grand Total	%
A	17	7	216	159	187	148	97	61	149	2	171	236	174	151	107	8	197	2087	44%
B	32	10	267	220	269	217	156	125	160	1	194	285	235	212	152	14	147	2696	56%
Grand Total	49	17	483	379	456	365	253	186	309	3	365	521	409	363	259	22	344	4783	100%

28) My vote on this referendum will be:

a) Yes

b) No

c) Don't want to share that

Count	Train																		
Q28	84	86	300	302	304	306	308	310	322	323	324	326	328	330	332	334	999	Grand Total	%
A	26	12	273	208	241	206	148	110	172		190	278	227	211	149	11	162	2624	60%
B	3		33	22	28	25	14	9	30	1	46	61	55	39	30	3	37	436	10%
C	17	2	139	98	128	106	59	54	84	1	109	140	103	92	64	7	138	1341	30%
Grand Total	46	14	445	328	397	337	221	173	286	2	345	479	385	342	243	21	337	4401	100%

29) I would be interested in having a "quiet" car on the train I ride. (Quiet cars restrict talking and noise)

a) Yes

b) No

Count	TRAIN																	
Q29	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	30	11	336	241	279	191	168	110	177	192	244	204	175	139	13	122	2632	56%
B	22	8	161	141	193	155	114	66	131	167	265	206	192	114	8	86	2029	44%
Grand Total	52	19	497	382	472	346	282	176	308	359	509	410	367	253	21	208	4661	100%

30) Would you be interested in: (Please mark all that apply.)

- a) A later evening bus service (after the last train) on nights I work late
- b) A late evening train leaving Union Station about 7:30
- c) An earlier morning train (Leaving Fredericksburg/Manassas 4:45a-5:00a)

Count	TRAIN																	
Q30	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	
A	7	6	72	57	85	61	56	41	29	36	67	54	70	41	6	35	723	
B	33	12	201	203	263	219	203	132	134	172	269	231	239	178	16	130	2635	
C	7	2	314	119	90	53	51	17	128	70	47	28	28	19	2	50	1025	
Grand Total	47	20	587	379	438	333	310	190	291	278	383	313	337	238	24	215	4383	

31) Would you be interested in having soda vending machines available on the platforms?

- a) Yes
- b) No

Count	TRAIN																		
Q31	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%	
A	37	14	278	221	292	231	185	131	154	195	274	205	210	154	13	104	2698	57%	
B	16	5	219	168	185	118	100	58	157	176	243	207	160	108	10	106	2036	43%	
Grand Total	53	19	497	389	477	349	285	189	311	371	517	412	370	262	23	210	4734	100%	

32) Have you: (Circle all that apply)?

- a) Contacted VRE by e-mail
- b) Visited www.vre.org
- c) Used Guaranteed Ride Home
- d) Used Security Blanket

Count	TRAIN																	
Q32	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	
A	25	5	233	185	183	139	110	78	127	153	231	181	142	119	9	164	2084	
B	45	16	426	345	429	318	261	165	273	334	465	381	325	244	18	210	4255	
C	6	2	45	32	29	39	24	16	37	55	46	33	22	30	4	14	434	
D	1		4	1		4	1	5		1	3	2	2	1		1	26	
Grand Total	77	23	708	563	641	500	396	264	437	543	745	597	491	394	31	389	6799	

33) Do you own a PDA?

- a) Yes
- b) No

Count	TRAIN																		
Q33	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%	
A	13	5	129	114	119	113	77	52	98	101	163	136	107	65	6	69	1367	30%	
B	40	13	349	252	335	211	200	117	202	264	340	275	243	187	13	140	3181	70%	
Grand Total	53	18	478	366	454	324	277	169	300	365	503	411	350	252	19	209	4548	100%	

34) Do you own a phone/pager that can receive e-mail?

a) Yes

b) No

Count	TRAIN																	
Q34	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	21	5	167	125	155	126	96	69	89	115	178	141	114	82	6	56	1545	32%
B	33	15	336	268	325	225	195	120	227	263	348	284	258	181	15	158	3251	68%
Grand Total	54	20	503	393	480	351	291	189	316	378	526	425	372	263	21	214	4796	100%

35) In the past year have you recommended a friend try VRE?

a) Yes, 1 person

b) Yes, more than 1 person

c) No

Count	TRAIN																	
Q35	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	12	5	98	79	102	74	59	29	77	78	107	74	75	51	5	31	956	20%
B	23	11	334	252	302	223	184	122	192	246	337	291	241	177	15	162	3112	65%
C	18	4	71	61	80	55	46	37	47	55	85	60	55	37	2	21	734	15%
Grand Total	53	20	503	392	484	352	289	188	316	379	529	425	371	265	22	214	4802	100%

36) When you need more detailed information about VRE how do you go about getting it?

a) I use the website

c) I call the VRE 800 #

b) I call VRE office (703) 684-1001

d) I ask the conductor

Count	TRAIN																	
Q36	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	47	14	410	329	419	309	253	162	266	316	433	331	253	182	10	193	3927	86%
B	3	1	25	22	25	15	12	10	12	17	20	10	14	10	2	9	207	5%
C		3	22	13	11	9	11	6	10	13	19	13	13	5		5	153	3%
D	3	1	39	25	22	14	10	8	21	24	41	32	28	12	3	7	290	6%
Grand Total	53	19	496	389	477	347	286	186	309	370	513	386	308	209	15	214	4577	100%

37) Do you read Commuter Weekly, VRE 's on train newspaper?

a) I never miss an issue

b) Sometimes

c) Never

Count	TRAIN																	
Q37	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	8	2	226	195	188	138	87	60	138	153	178	150	122	74	10	101	1830	38%
B	37	8	268	184	280	193	178	111	163	207	300	253	217	174	12	105	2690	56%
C	8	10	10	14	20	22	24	17	17	19	51	20	33	16	1	8	290	6%
Grand Total	53	20	504	393	488	353	289	188	318	379	529	423	372	264	23	214	4810	100%

38) Please rate your satisfaction with Commuter Weekly? (1 being not satisfied – 10 being totally satisfied)

1 2 3 4 5 6 7 8 9 10

Count	TRAIN																	
Q38	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
1	1		10	5	8	4	6	3	5	11	6	9	9	2	1	5	85	2%
2			4	8	8	7	5	6	7	7	12	7	13	8		5	97	2%
3	2		14	9	23	15	12	5	11	13	22	19	10	9	3	11	178	4%
4	3		27	15	18	18	18	7	14	19	28	14	20	7		18	226	5%
5	4	5	75	61	92	57	30	28	39	58	78	61	35	44		37	704	15%
6	8	2	77	47	78	51	42	22	39	62	68	60	53	33	3	28	673	15%
7	11	3	85	79	84	63	55	29	56	63	94	81	59	55	4	23	844	19%
8	9	1	112	94	89	72	58	48	75	76	104	97	83	53	5	44	1020	22%
9	5		40	28	38	24	24	10	28	32	40	26	40	16	3	22	376	8%
10	4	2	47	34	34	26	19	15	30	21	30	24	22	17	4	14	343	8%
Grand Total	47	13	491	380	472	337	269	173	304	362	482	398	344	244	23	207	4546	100%

39) Have you used the FREE Guaranteed Ride Home Program offered by Commuter Connections?
a) Yes b) No

Count	TRAIN																	
Q39	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	4	2	40	33	32	34	23	17	32	54	46	30	32	27	4	15	425	9%
B	52	17	467	362	455	317	266	167	281	327	482	393	344	238	19	197	4384	91%
Grand Total	56	19	507	395	487	351	289	184	313	381	528	423	376	265	23	212	4809	100%

40) If you answered yes to question #39, please rate your level of satisfaction with Guaranteed Ride Home? (1 being not satisfied – 10 being totally satisfied)

1 2 3 4 5 6 7 8 9 10

Count	TRAIN																	
Q40	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
1			1	1	2	2	1		2	1	2	1	3	2		1	19	4%
2					2		2				1		2				7	2%
3					3				1		1	2	2				9	2%
4					2		1			2		1					6	1%
5			1	3		1	1		1	2		1	1	2			13	3%
6			2	3	1	2			1	3	2	1	1		1		17	4%
7	1		2	1	2	1	2	2	2	4	3	1	4	2		1	28	6%
8			6	5	3	5	3		9	7	8	5	5	4		1	61	14%
9	1		7	5		6	3	5	8	7	9	5	6	4	1	2	69	15%
10	2	2	22	19	20	20	13	10	12	28	22	15	11	14	2	9	221	49%
Grand Total	4	2	41	37	35	37	26	17	36	54	48	32	35	28	4	14	450	100%

41) Do you

- a) Own your home/ townhouse/ condo
- b) Rent a home/ townhouse/ condo/ apartment/ room

Count	TRAIN																	
Q41	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	46	15	450	353	428	306	245	152	285	333	478	376	323	221	21	192	4224	88%
B	8	5	47	41	56	51	44	37	26	42	50	44	53	38	1	19	562	12%
Grand Total	54	20	497	394	484	357	289	189	311	375	528	420	376	259	22	211	4786	100%

42) Did the potential of using VRE service play any part in choosing your present home location?

- a) Major consideration
- b) Some consideration
- c) No consideration
- d) I did not know about the VRE when I purchased my home

Count	TRAIN																	
Q42	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	14	6	175	128	189	153	117	63	96	120	167	134	114	113	6	78	1673	35%
B	12	7	95	83	100	67	60	34	49	96	109	71	77	39		47	946	20%
C	17	6	132	108	133	85	68	53	93	90	152	110	88	50	7	39	1231	26%
D	12	1	95	74	65	49	42	34	74	71	100	104	96	58	9	50	934	20%
Grand Total	55	20	497	393	487	354	287	184	312	377	528	419	375	260	22	214	4784	100%

43) Which radio station do you listen to most often in the morning? (Choose only one)

- a) WAMU FM/88.5
- b) WARW FM/94.7
- c) WASH FM/97.1
- d) WAVA FM/105.1
- e) WBIG FM/100.3
- f) WBQB/101.5
- g) WCSP FM/90.1
- h) WETA FM/90.9
- i) WFLS FM/93.3
- j) WFVA AM/1230
- k) WHTS FM/99.5
- l) WGMS FM/103.5
- m) WHFS FM/99.1
- n) WHUR FM/96.3
- o) WINC FM/92.5
- p) WJFK FM/106.7
- q) WJYJ FM/90.5
- r) WJZW FM/105.9
- s) WKYS FM/93.9
- t) WMAL AM/630
- u) WMMJ FM/102.3
- v) WMZQ FM/98.7
- w) WPFW FM/89.3
- x) WPGC FM/95.5
- y) WPLC FM/94.3
- z) WRQX FM/107.3
- aa) WTEM AM/980
- bb) WTOP 1500 AM /107.7 FM
- cc) WWDC FM/101.1
- dd) WWRC AM/570
- ee) WWZZ FM/104.1
- ff) WYSK FM/99.3
- gg) OTHER

Count	TRAIN																	
Q43	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	2		9	14	21	18	16	6	18	17	32	27	30	13	1	9	233	5%
B			19	8	16	9	9	2	20	19	27	27	15	9	1	10	191	4%
C			7	8	8	6	4	5	15	14	30	13	8	5		3	126	3%
D			11	3	12	3	12	6	7	13	7	5	9	3	1	1	93	2%
E	1		17	11	15	12	4	4	27	29	54	26	12	13	3	17	245	6%
F	6		31	33	34	32	15	13	3	2		1		1		6	177	4%
G					1				1	1	1	1	2	2			9	0%
H	3	2	11	15	17	5	13	6	13	8	26	30	19	21		8	197	5%
I	4	3	64	36	45	32	16	13	3	6	4	4	3	2		5	240	6%
J	1		3	3	5	3	1									3	19	0%
K	2		2	4	3	1	1	3	1		11	3	3	3			37	1%

L			16	7	6	4	13	2	11	14	24	15	9	8		4	133	3%
M			1	1	2	1	3	2		4	4	4	5	2			29	1%
N	2		25	17	21	12	3	4	1	2	2	4	7	2		1	103	2%
O					1		2		3	1	9	1	2	3			22	1%
P	2		9	11	10	12	9	7	5	11	13	15	11	11		4	130	3%
Q	1	1	9	8	10	6	6	3			1			2		3	50	1%
R	3	1	23	17	19	9	12	6	9	16	30	12	12	5		6	180	4%
S	2	1	3	4	9	4	10	9	1	1	2	5	2	2		1	56	1%
T			4	4	4	3	4		26	27	30	17	21	10	2	8	160	4%
U			2	6	2	11		3	1	3	1	4	4	2	1	4	44	1%
V			10	10	7	6	4	4	7	18	21	23	17	7	1	6	141	3%
W			1		1				1	1		1	1	1			7	0%
X	2		4	3	10	10	9	6	2		4	1	4			2	57	1%
Y	1				1										1		3	0%
Z	2	1	8	10	15	9	12	6	10	13	21	18	12	15		4	156	4%
AA			1	3	2	2	2		2	4	10	9	2	7		2	46	1%
BB	11	3	125	77	101	64	42	37	77	83	101	78	74	56	4	64	997	23%
CC	2		9	4	3	16	14	2	6	12	11	14	10	9	1	5	118	3%
DD				2							1		1			1	5	0%
EE	2	1	4	6	6	14	9	6	4	8	8	7	12	6		7	100	2%
FF	1		4	2	3	3	4	1								1	19	0%
GG	2	3	26	24	34	17	18	15	13	17	11	13	17	11		9	230	5%
Grand Total	52	16	458	351	444	324	267	171	287	344	496	378	324	232	15	194	4353	100%

44) What television station do you watch most often for news about weather conditions and cancellations?

- | | | |
|--------|-------------------|----------|
| a) NBC | e) NEWS Channel 8 | i) MSNBC |
| b) FOX | f) CNBC | j) OTHER |
| c) ABC | g) CNN | |
| d) CBS | h) INTERNET | |

Count	TRAIN																	
Q44	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	21	3	158	124	171	108	93	60	97	139	170	121	133	72	8	73	1551	35%
B	12	3	74	65	82	70	46	34	41	43	58	64	53	47	7	37	736	17%
C	3	4	64	34	58	38	29	13	36	42	65	42	33	19	1	26	507	12%
D	3		55	49	48	37	33	18	41	54	64	49	32	24		21	528	12%
E	2	1	34	18	18	24	24	8	22	28	32	30	35	21	1	11	309	7%
F			3	4		1	1	1	2		3	1	2				18	0%
G	4	1	22	28	26	11	17	12	14	11	28	11	10	8	1	7	211	5%
H	4	2	23	13	15	12	12	15	22	6	27	24	21	28	1	14	239	5%
I	1	1	2	2	1	2	2	1	3	3	1		2	3			24	1%
J	2	1	29	27	34	25	14	11	23	22	28	19	17	15	1	13	281	6%
Grand Total	52	16	464	364	453	328	271	173	301	348	476	361	338	237	20	202	4404	100%

45) How long have you been riding VRE?

- a) Less than 6 months
- b) 6 months to a year
- c) 1-2 years
- d) 3 years
- e) 4 years
- f) 5-7 years
- g) 7-9 years
- h) Since the start of service in 1992

Count	TRAIN																	
Q45	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	15	4	84	79	106	67	45	26	48	79	116	81	62	31	6	19	868	18%
B	8	2	47	42	64	59	31	28	33	29	60	45	50	27	2	33	560	12%
C	15	6	136	103	117	93	88	49	83	68	121	95	79	69	4	42	1168	24%
D	5		69	44	57	45	33	20	37	69	68	62	52	38	4	33	636	13%
E	3	2	32	27	32	16	16	14	25	27	31	27	22	21	1	22	318	7%
F	3	3	44	37	44	19	35	20	25	47	51	47	40	36	2	20	473	10%
G	6	1	34	32	34	26	15	13	27	21	45	34	32	13	1	26	360	7%
H	1	1	61	30	35	31	22	18	36	41	41	33	42	34	3	20	449	9%
Grand Total	56	19	507	394	489	356	285	188	314	381	533	424	379	269	23	215	4832	100%

46) If you have been riding VRE for less than one year, which of the following influenced your decision to try VRE for the first time? (Circle all that apply)

- a) Mixing Bowl Construction
- b) Recommended by a friend
- c) Expanded service
- d) Website
- e) Metrochek
- f) New job
- g) New home
- h) Newspaper ad/Radio commercial
- i) Guaranteed Ride Home
- j) Joint service with Amtrak
- k) Free bus connections
- l) Cross honoring with MARC
- m) Friends on train
- n) I just love trains
- o) Other

Count	TRAIN																	
Q46	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	
A	3	3	36	29	34	27	13	15	12	5	11	2	10	6		8	214	
B	4	3	45	36	50	41	19	18	17	29	60	43	36	15	1	8	425	
C	1	1	11	4	8	9	4	4	6	5	7	1	3	3		6	73	
D	2		9	15	18	3	1	5	5	6	7	8	7	1		4	91	
E	6	1	46	39	40	28	15	13	32	30	51	26	24	12		13	376	
F	13	3	68	78	99	61	37	21	34	60	108	76	64	35	3	26	786	
G	7	5	43	53	64	54	25	24	20	46	64	47	44	21	2	24	543	
H	2		3	2	1	1		1	1	1	2		2	1		1	18	
I	1		18	8	17	9	3	4	4	7	22	9	4	6		4	116	
J	7	1	10	12	17	13	4	6	1	3	3	3	2	1		4	87	
K			10	4	10				4	1	4	2	4	1		2	42	
L			3		1		1	1		2	1	3	1				13	
M			5	7	11	7	4	5		1	9	4	4	2		1	60	
N	3		6	15	11	7	3	5	4	3	11	10	10	14		10	112	
O	4	2	39	12	27	22	19	18	22	31	36	31	19	12	2	11	307	
Grand Total	53	19	352	314	408	282	148	140	162	230	396	265	234	130	8	122	3263	

47) If you have changed jobs in the last 6 months, circle the letter of any of the following that influenced your decision?

- a) The commute was a big consideration in my job change
- b) The commute was some consideration in my job change
- c) Public transportation was a big consideration in my job change
- d) Public transportation was some consideration in my job change
- e) VRE was a major consideration in my job change
- f) VRE was some consideration in my job change

Count	TRAIN																	
Q47	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	4	1	28	22	24	22	16	10	13	17	24	18	13	10		3	225	36%
B			5	10	12	7	8	7	6	10	16	9	5	3	1	4	103	17%
C	4		6	5	11	6	1	3	5	2	11	7	6	3	1	5	76	12%
D			5	3	5	4	1	1		4	8	4	2	4	1		42	7%
E	1		8	9	17	10	3	4	4	8	17	11	13	5		4	114	18%
F	1		6	6	5	8	5	3	1	5	8	5	4	2	1	2	62	10%
Grand Total	10	1	58	55	74	57	34	28	29	46	84	54	43	27	4	18	622	100%

48) Has VRE service improved over the last year?

- a) Yes
- b) No

Count	TRAIN																	
Q48	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	26	11	357	250	309	211	172	117	233	245	351	278	221	180	16	146	3123	79%
B	17	4	69	57	80	78	59	37	33	65	82	57	87	44	1	52	822	21%
Grand Total	43	15	426	307	389	289	231	154	266	310	433	335	308	224	17	198	3945	100%

49) If you are a regular rider, what influences your decision to stay? (Check all that apply)

- a) Price
- b) Avoid stress/ traffic
- c) Cleanliness of trains
- d) Convenience
- e) Reliability
- f) Staff/ train crew
- g) Comfort

Count	TRAIN																	
Q49	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	
A	15	7	140	106	139	87	80	45	107	113	152	122	99	77	3	71	1363	
B	44	11	455	349	420	316	255	155	277	341	460	387	326	245	19	189	4249	
C	7	3	188	134	154	101	95	56	137	141	232	196	138	117	11	81	1791	
D	28	8	336	263	293	218	176	110	216	264	368	307	256	188	15	158	3204	
E	17	6	271	206	251	168	145	84	197	223	287	241	188	153	12	109	2558	
F	7	3	181	119	134	90	93	51	119	108	175	152	131	92	10	70	1535	
G	13	5	188	131	160	97	115	57	157	149	249	219	171	157	15	89	1972	
Grand Total	131	43	1759	1308	1551	1077	959	558	1210	1339	1923	1624	1309	1029	85	767	16672	

50) For whom do you work?

- a) Civilian government agency or position
- b) Military agency or position
- c) Private Company
- d) Association
- e) Self Employed
- f) Other
- g) Tourist
- h) N/A

Count	TRAIN																	
Q50	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	20	6	259	199	235	144	119	70	176	221	286	207	170	122	12	104	2350	49%
B	1	2	106	83	90	44	17	10	59	72	76	34	24	11	1	31	661	14%
C	23	6	110	88	122	131	101	72	58	67	125	140	123	79	3	59	1307	27%
D	5		7	11	17	20	26	20	9	7	16	23	35	27	1	13	237	5%
E	1	2	3	1	3	5	6	3	6	5	8	5	5	8	1	5	67	1%
F	5	1	13	8	13	10	14	8	5	6	19	10	10	13	2		137	3%
G							1	1							1	1	4	0%
H		1	4		3	1	2	1		2	3	2	2	2	1		24	1%
Grand Total	55	18	502	390	483	356	286	184	313	380	533	421	369	262	22	213	4787	100%

51) Are you a federal employee?

- a) Yes
- b) No

Count	TRAIN																	
Q51	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	17	5	332	257	278	159	124	65	218	272	320	214	165	118	10	117	2671	56%
B	38	13	168	129	200	194	165	120	92	105	214	209	211	146	13	95	2112	44%
Grand Total	55	18	500	386	478	353	289	185	310	377	534	423	376	264	23	212	4783	100%

52) Does your employer provide the following (Circle all that apply)

- a) Metrochek transit subsidy
- b) Non-Metrochek transit subsidy
- c) Free/ subsidized employee parking
- d) Other commuting benefit

Count	TRAIN																	
Q52	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	
A	24	6	365	300	341	233	184	115	238	300	396	279	222	170	13	129	3315	
B	3	1	15	12	19	20	16	10	11	14	28	23	19	13	1	13	218	
C	9		43	49	43	40	41	22	29	40	74	55	57	37	4		543	
D	2	2	31	18	37	30	19	14	17	21	28	35	38	27	2		321	
Grand Total	38	9	454	379	440	323	260	161	295	375	526	392	336	247	20	142	4397	

53) If you answered yes to #52 please detail, how much Metrochek you receive?

- a) \$100 c) \$60-75 e) \$41-50 g) Less than \$30
 b) \$76-99 d) \$51-59 f) \$30-40 h) Not applicable

Count	TRAIN																	
Q53	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	17	5	307	266	289	185	136	81	210	277	350	228	181	132	10	87	2761	75%
B	4		15	12	16	9	8	5	9	19	16	14	12	6		17	162	4%
C	4	1	23	18	23	21	20	23	14	13	22	24	30	26	1	14	277	8%
D	1		2			4	1		1			4	2			7	22	1%
E			6		1	6	5	3	2	3	6	2	1	3	1	2	41	1%
F			5	7	4	5	10	2	1	3	4	8	3	3		2	57	2%
G			2	3	6	2	4	2	1	1	2	8	6	3	1	28	69	2%
H	6	2	28	17	26	25	24	10	14	17	40	31	32	21	2		295	8%
Grand Total	32	8	388	323	365	257	208	126	252	333	440	319	267	194	15	157	3684	100%

54) Do other members of your household also ride VRE?

- a) Yes, everyday b) Yes, occasionally c) No

Count	TRAIN																	
Q54	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	4	2	47	49	62	42	31	21	19	32	65	35	28	29	1	16	483	10%
B	3	5	87	51	91	56	43	32	46	64	76	60	46	51	10	34	755	16%
C	48	12	363	284	326	254	215	132	247	284	390	325	297	183	12	162	3534	74%
Grand Total	55	19	497	384	479	352	289	185	312	380	531	420	371	263	23	212	4772	100%

THE FOLLOWING INFORMATION WILL BE USED FOR STATISTICAL PURPOSES ONLY.

55) Your gender:

a) Male

b) Female

Count	TRAIN																	
Q55	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	30	10	341	254	298	205	150	86	210	260	347	267	232	152	15	129	2986	63%
B	26	9	153	139	182	146	138	98	95	118	183	157	143	106	8	82	1783	37%
Grand Total	56	19	494	393	480	351	288	184	305	378	530	424	375	258	23	211	4769	100%

56) Your age:

a) Under 18

c) 25-34

e) 45-54

g) 65+

b) 18-24

d) 35-44

f) 55-64

Count	TRAIN																	
Q56	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A					5						6	1			1	1	14	0%
B	1	1	8	7	16	13	9	8	2	5	11	10	13	13	3	3	123	3%
C	17	6	33	28	50	68	66	43	24	34	64	63	64	49		31	640	13%
D	19	7	157	114	145	120	97	60	90	122	158	126	109	78	5	55	1462	31%
E	15	4	186	165	173	112	80	50	120	135	198	147	126	88	7	85	1691	36%
F	4	1	93	75	84	36	30	20	63	76	84	67	57	29	6	36	761	16%
G			11	4	7	4	4		5	2	7	7	5	2	1	1	60	1%
Grand Total	56	19	488	393	480	353	286	181	304	374	528	421	374	259	23	212	4751	100%

57) Which best represents your annual household income?

a) Under \$25,000

c) \$50,000 - 74,999

e) \$100,000 -124,999

b) \$25,000 - 49,999

d) \$75,000 - 99,999

f) 125,000+

Count	TRAIN																	
Q57	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A			4	3	4	2	3	1		2	1	3	4	1	2	30	1%	
B	2	2	26	33	45	36	26	21	11	13	24	19	20	16	1	14	309	7%
C	20	7	102	58	79	66	51	34	26	45	50	57	55	29	3	37	719	16%
D	13	3	145	89	123	75	63	44	83	100	129	93	82	68	4	46	1160	26%
E	5	4	109	83	107	82	74	38	86	94	120	113	86	66	3	58	1128	25%
F	15	3	81	100	98	71	52	41	81	98	174	116	110	67	8	45	1160	26%
Grand Total	55	19	467	366	456	332	269	179	287	352	498	401	357	247	21	200	4506	100%

58) Number of children under 18 year of age living at home:

- a) None
- b) 1
- c) 2
- d) 3
- e) 4
- f) 5
- g) 6+

Count	TRAIN																	
Q58	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	31	9	263	229	251	176	167	98	153	196	275	214	197	133	14	127	2533	54%
B	9	7	86	65	78	80	47	37	53	59	103	90	70	52	6	43	885	19%
C	8	3	96	59	88	68	50	28	68	90	94	84	68	48	3	29	884	19%
D	5		27	29	36	15	16	16	17	19	33	21	23	16		7	280	6%
E			8	5	6	7	4	3	5	7	11	11	4	5		2	78	2%
F	1		3	3	5	2	1		4	4	2		3			2	30	1%
G			1								1	1	1	1			5	0%
Grand Total	54	19	484	390	464	348	285	182	300	375	519	421	366	255	23	210	4695	100%

59) Do you have children in daycare?

- a) Yes
- b) No

Count	TRAIN																	
Q59	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	8	2	37	29	39	52	43	31	35	33	49	44	46	36	1	13	498	11%
B	47	17	448	362	431	297	245	151	265	341	468	376	324	220	22	200	4214	89%
Grand Total	55	19	485	391	470	349	288	182	300	374	517	420	370	256	23	213	4712	100%

60) Are you disabled?

- a) Yes
- b) No

Count	TRAIN																	
Q60	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	1		23	9	14	6	14	1	13	20	12	5	6	5	2	6	137	3%
B	53	18	468	383	458	342	271	179	290	358	514	419	365	250	21	206	4595	97%
Grand Total	54	18	491	392	472	348	285	180	303	378	526	424	371	255	23	212	4732	100%

61) Your Ethnic origin/Race: (Optional)

- a) Caucasian
- b) African American
- c) Asian/Pacific Islander
- d) Hispanic
- e) Native American
- f) Other

Count	TRAIN																	
Q61	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	42	18	358	296	347	248	201	135	249	304	422	337	283	194	17	182	3633	81%
B	8	1	59	44	63	47	37	24	18	20	20	21	26	18	2	7	415	9%
C	1		5	6	8	9	8	5	10	8	21	20	23	13	1	2	140	3%
D	4		17	6	11	10	10	6	6	7	12	8	7	10		6	120	3%
E			11	2	8	4	2	1	2	6	5	3	2	1	1	2	50	1%
F	1		13	12	14	8	15	2	7	6	12	6	10	3	1	5	115	3%
Grand Total	56	19	463	366	451	326	273	173	292	351	492	395	351	239	22	204	4473	100%

62) Marital status:

a) Married

b) Single

c) Widowed/ Divorced

Count	TRAIN																	
Q62	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	41	16	399	316	369	261	223	132	256	321	436	347	282	180	16	165	3760	80%
B	9	3	49	37	52	59	35	34	24	33	56	43	61	55	4	30	584	12%
C	6		38	36	50	28	30	16	22	19	31	29	26	20	3	15	369	8%
Grand Total	56	19	486	389	471	348	288	182	302	373	523	419	369	255	23	210	4713	100%

63) Miscellaneous comments:

- 1 - Survey too long
- 2 - Poor survey design
- 3 - Do survey in evening
- 10 - Trains too crowded
- 11 - Trains not on schedule
- 12 - Add more trains/service
- 13 - Seats/cars are uncomfortable
- 14 - Train climate complaints (too cold or too hot)
- 15 - Trains too slow
- 16 - Conductor/crew complaints
- 17 - Train doors not being opened properly
- 18 - Train announcements
- 19 - Complaints about rude riders
- 20 - Food/beverage service on train
- 21 - Quiet car
- 22 - Odors on trains
- 23 - General train rest room comments
- 24 - Train cleanliness
- 40 - Station parking comments
- 41 - Station signage
- 42 - Station announcements
- 43 - Platform comments
- 44 - Station security
- 45 - Station cleanliness
- 46 - Smoking at stations
- 60 - VRE communications
- 61 - Metrochek
- 62 - Guaranteed Ride Home comments
- 63 - General ticket comments
- 64 - Validating machine comments
- 65 - Lost & Found comments
- 66 - Crossword puzzle comments
- 96 - Train too expensive
- 97 - Amtrak/CSX comments
- 98 - Positive comments
- 99 - Other comments

Count	Train #																Grand Total	
Comment #	84	86	300	302	304	306	308	310	322	324	326	328	330	332	323	334	999	Grand Total
1	1		3	6	3	3	3	2	2	3	4	5	2					37
2			3	4	3	3	2	3	3	5	4	6	8	1		1	14	60
3			1															1
10	3	1	30	34	36	34	21	11	13	27	19	27	47	8			13	324
11	2		11	11	9	8	7	7	2	6	7	2	4	5		1	4	86
12	12	1	49	29	35	25	37	26	32	36	51	38	51	47	1	2	29	501
13	9		15	22	55	24	14	10	15	15	21	18	14	16			17	265
14	1		10	3	1	2		3	1	2	1	2	2	3				31
15	2		3	1	2		2		1	5	3	3	6	2				30
16	2		13	13	12	14	7	13	8	12	22	14	12	5			15	162
17	1		10	13	8	5	5	1	2	9	4		5	1			6	70
18	1		17	8	11	5	4	6	9	14	15	10	10	7		2	9	128
19			25	5	9	9	8	6	5	9	14	11	7	2			14	124
20	1	1	10	8	5	7	8	4	2	6	5	3	10	6			3	79
21	1		12	5	6	8	10	5	3	6	6	8	10	4			7	91
22	2		6	3	3		2		1	2							1	20
23			4	3	1	1	2			1		2						14
24			3							1	1	1		1		1	1	9
40	7	1	9	7	11	12	15	16	16	12	20	17	45	51		1	11	251
41			7	2	3	1	4	1	2			2		3			3	28
42		1	5	7	2	3	4	2	5	5	14	5	7	3			1	64
43			5	4	4	4	10	2	1	2	2	1	5	5			4	49
44	3		6	3	1	3	6	5	3		1	4	3	3		1	2	44
45			10	6		2	3	3	6		1	1	1	1		1	1	36
46			1	1	3	1	2		2			3	1	4			2	20
47			1															1
60	1		11	6	7	11	7	4	7	9	13	5	9	10		1	3	104
61			4	13	7	1	5	4	13	7	20	12	6	3			2	97
62			1				2	2	1	1	2	1	2	1				13
63	3	1	10	11	10	9	7	7	13	15	25	19	27	10			13	180
64			1	1	2	1	3		1	2	7	4	6	2			2	32
65										1								1
65			1	2	2	1		2	1	2	2	2	1				1	17
66			1					2			2			1				6
96			11	2	6	3	2	3	3	6	6	5	8	5			1	61
97	2	1		5	2	4	7	1		3	1	2	1	5			4	38
98	8	2	58	47	55	35	46	17	46	40	85	56	63	34	2	4	48	646
99		1	17	10	7	10	4		12	4	5	7	6	4		1	5	93
Grand Total	62	10	384	295	321	249	259	168	231	268	383	296	379	253	3	16	236	3813

Please circle a rating for each of the items below:

Key: A = Excellent B = Very Good C = Average D = Needs improvement
 F = Poor N/A = No Opinion

Customer Service:

Responsiveness of VRE Staff	A	B	C	D	F	N/A
Friendliness of VRE Staff	A	B	C	D	F	N/A
VRE follow-up to delays or problems	A	B	C	D	F	N/A
Lost and Found	A	B	C	D	F	N/A
Timeliness of E-mail responses	A	B	C	D	F	N/A
Quality of E-mail responses	A	B	C	D	F	N/A
Quality of website	A	B	C	D	F	N/A
Timeliness of website information	A	B	C	D	F	N/A
Timeliness of Train Talk (E-mail News Service)	A	B	C	D	F	N/A
Quality of Train Talk	A	B	C	D	F	N/A
Overall Communication with Passengers	A	B	C	D	F	N/A

Train Crew Members:

Are Knowledgeable About VRE Operations	A	B	C	D	F	N/A
Are Helpful	A	B	C	D	F	N/A
Are Courteous	A	B	C	D	F	N/A
Make Regular Station Announcements	A	B	C	D	F	N/A
Make Timely Delay Announcements	A	B	C	D	F	N/A
Present A Professional Appearance	A	B	C	D	F	N/A
Overall Crew Performance	A	B	C	D	F	N/A

VRE Operations:

Convenience of schedules	A	B	C	D	F	N/A
On-time performance	A	B	C	D	F	N/A
Cleanliness of trains	A	B	C	D	F	N/A
Cleanliness of stations	A	B	C	D	F	N/A
Communications between VRE management and passengers	A	B	C	D	F	N/A
Automated Telephone System (TRIP) 684-0400/ 1-800 RIDE VRE	A	B	C	D	F	N/A
Reliability Of Old Ticket Vending Machines	A	B	C	D	F	N/A
Reliability Of New Ticket Vending Machines	A	B	C	D	F	N/A
Reliability Of OLD Ticket Validators	A	B	C	D	F	N/A
Ease Of Buying A Ticket (new FC2 system)	A	B	C	D	F	N/A
Ease Of Buying A Ticket (old system)	A	B	C	D	F	N/A
Ease Of Redeeming Metrocheks	A	B	C	D	F	N/A
Station Parking Availability	A	B	C	D	F	N/A
Public Address System On Train	A	B	C	D	F	N/A
Public Address System On Platform	A	B	C	D	F	N/A
Personal Security At Station And On Train	A	B	C	D	F	N/A
Safety Of Train Equipment	A	B	C	D	F	N/A
Station Signage	A	B	C	D	F	N/A
Level Of Fare For Quality And Value Of Service	A	B	C	D	F	N/A
Overall Service Quality	A	B	C	D	F	N/A

