To: Chair Cristol and the VRE Operations Board
From: Rich Dalton
Date: November 15, 2019
Re: Communications Survey

On Wednesday October 30th VRE solicited feedback from passengers on an abbreviated survey focused solely on communications. Passengers on the morning VRE trains were asked to provide scores and actionable feedback for several categories related to the timeliness and quality of VRE’s communications through email, the website, Train Talk alerts and Social Media.

4,583 of the 10,412 morning train passengers responded to the survey. As expected, the scores themselves had improved since the Annual Customer Service Survey in May, but the most important information gleaned from this survey is the constructive, actionable feedback received that will be used to enhance how, when, and why VRE communicates with passengers.

The results of this survey will be published at vre.org as well as in the Ride magazine. VRE will also respond through Train Talk with action plans to address the suggestions and comments.