



**Virginia Railway Express
Annual Customer Survey**

2018 Customer Opinion Survey Results

1. What train do you normally take in the evening?

Train	Responses	% of Total
Manassas 325 (Departs Union Station 1:15p)	11	0.2%
Manassas 327 (Departs Union Station 3:45p)	479	10.6%
Manassas 329 (Departs Union Station 4:25p)	598	13.3%
Manassas 331 (Departs Union Station 5:05p)	534	11.8%
Manassas 333 (Departs Union Station 5:30p)	350	7.8%
Manassas 335 (Departs Union Station 6:10p)	67	1.5%
Manassas 337 (Departs Union Station 6:50p)	68	1.5%
Amtrak 171 (Departs Union Station at 4:50p)	11	0.2%
Fredericksburg 301 (Departs Union Station at 12:55p)	30	0.7%
Fredericksburg 303 (Departs Union Station at 3:10p)	332	7.4%
Fredericksburg 305 (Departs Union Station at 3:25p)	315	7.0%
Fredericksburg 307 (Departs Union Station at 4:10p)	567	12.6%
Fredericksburg 309 (Departs Union Station at 4:40p)	451	10.0%
Fredericksburg 311 (Departs Union Station at 5:15p)	405	9.0%
Fredericksburg 313 (Departs Union Station at 6:00p)	174	3.9%
Fredericksburg 315 (Departs Union Station at 6:40p)	82	1.8%
Amtrak 95 (Departs Union Station at 2:30p)	2	
Amtrak 125 (Departs Union Station at 3:55p)	25	0.6%
Amtrak 93 (Departs Union Station at 5:50p)	5	0.1%
Amtrak 85 (Departs Union Station at 7:05p)	2	
Grand Total	4508	

2. What is your normal origin station?

Station	Responses	% of Total
Broad Run	564	12.2%
Manassas	439	9.5%
Manassas Park	424	9.2%
Burke Center	498	10.8%
Rolling Road	207	4.5%
Backlick Road	84	1.8%
Alexandria	17	0.4%
Spotsylvania	429	9.3%
Fredericksburg	444	9.6%
Leeland Road	488	10.6%
Brooke	294	6.4%
Quantico	102	2.2%
Rippon	245	5.3%
Woodbridge	220	4.8%
Lorton	142	3.1%
Franconia / Springfield	28	0.6%
Grand Total	4625	

3. What is your normal destination station?

Station	Responses	% of Total
Union Station	1047	22.6%
L'Enfant	2092	45.1%
Crystal City	803	17.3%
Alexandria	327	7.0%
Backlick Road	17	0.4%
Quantico	109	2.3%
Woodbridge	25	0.5%
Lorton	136	2.9%
Franconia / Springfield	86	1.9%
Grand Total	4642	

4. How did you travel to the VRE station this morning?

Transportation	Responses	% of Total
Drove alone / Parked	3882	83.4%
Drove / Rode with others and parked	213	4.6%
Dropped off by car	269	5.8%
Walked	222	4.8%
Bike	25	0.5%
Bus	29	0.6%
Other	13	0.3%
Grand Total	4653	

5. How many miles did you travel from your home to the VRE station this morning?

Miles	Responses	% of Total
Fewer than 5	2619	56.3%
5-10	1250	26.9%
11-15	399	8.6%
16-20	180	3.9%
21-25	71	1.5%
More than 25	133	2.9%
Grand Total	4652	

6. What are your normal means of travel to your final destination after detraining?

Transportation	Responses	% of Total
Walk	2969	64.2%
Bike	29	0.6%
Taxi	2	
Metrorail	757	16.4%
Car	452	9.8%
Uber / Lyft	10	0.2%
MARC	11	0.2%
Bus	228	4.9%
Shuttle	168	3.6%
Grand Total	4626	

7. See page 11 for detailed information

8. See page 14 for detailed information

9. Length of time riding VRE?

Year(s)	Responses	% of Total
Less than a year	582	12.5%
1-3 years	1374	29.5%
4-6 years	884	19.0%
7-9 years	583	12.5%
10-15 years	707	15.2%
16-20 years	313	6.7%
20+ years	210	4.5%
Grand Total	4653	

10. How many days in a typical week do you normally ride VRE?

Days	Responses	% of Total
1	59	1.3%
2	157	3.4%
3	646	14.0%
4	1059	23.0%
5	2649	57.5%
Less than weekly	36	0.8%
Grand Total	4606	

11. What type of ticket do you normally use?

Ticket	Responses	% of Total
Single-Ride / Day Pass	157	3.4%
Monthly	3325	71.8%
Five Day Pass	111	2.4%
Ten-Trip	997	21.5%
TLC (Joint VRE-Metro Card)	44	0.9%
Grand Total	4634	

12. Where do you normally purchase tickets?

Source	Responses	% of Total
VRE Mobile	1236	26.8%
Station Ticket Vending Machine (TVM)	830	18.0%
Commuterdirect.com	2021	43.9%
Vendor location	517	11.2%
Grand Total	4604	

13. How do you get to work on days you choose not to ride VRE? (Please circle all that apply)

Always use VRE	Hot Lanes	Drive Alone	Carpool / HOV	Vanpool	Car and Metrorail
1805	164	1683	256	6	692
Bus Only	Car and Bus	Bus and Metrorail	Metrorail Only	"Slug"	Other
24	50	109	131	132	209

14. Before you began using VRE, what was your usual means of commuting? (Please circle all that apply)

Drove Alone	Carpool	Vanpool	Car and Metrorail	Bus	Car and Bus
2008	338	168	622	214	135
Bus and Metrorail	Metrorail	"Slug"	I Have Always Used VRE	Hot Lanes	
258	390	256	798	46	

15. For whom do you work?

Employer	Responses	% of Total
Military / Active Duty	185	4.0%
Federal Government	3204	69.1%
Private Company / Self Employed	681	14.7%
Not for Profit Organization (i.e. Association)	332	7.2%
Local or State Government	98	2.1%
Other	139	3.0%
Grand Total	4639	

16. Do you telecommute or work at home one or more days per week?

Day(s)	Responses	% of Total
1	937	20.4%
2	549	11.9%
3	105	2.3%
4	33	0.7%
5	10	0.2%
Seldom	1473	32.0%
Never	1489	32.4%
Grand Total	4596	

17. Does your employer provide the following? (Please circle all that apply)

Subsidized transit subsidy	Pre-tax payment for transit passes	Free/subsidized employee parking	Other commuting incentive
3311	815	483	173

18. Which of the following influenced your decision to try VRE for the first time? (Please circle all that apply)

Traffic	Recommendation	Website	Subsidized transportation benefit	New Job	New Home
2894	1110	39	1322	1527	1124
Guaranteed Ride Home	Joint service with Amtrak	Free bus connections	SafeTrack	I just love trains	Other
317	128	63	100	381	303

19. VRE operates a program where undercover law enforcement officers ride onboard your train. Does this impact your feeling of safety while onboard?

Impact	Responses	% of Total
Very much	1449	31.4%
Somewhat	1448	31.3%
Indifferent	805	17.4%
No	917	19.9%
Grand Total	4619	

20. Which online network do you most frequently use to obtain information (VRE or non-VRE) about products and services?

Online Network	Responses	% of Total
Twitter	308	6.8%
Facebook	431	9.6%
YouTube	43	1.0%
Instagram	28	0.6%
Google+	536	11.9%
LinkedIn	20	0.4%
Websites	2853	63.3%
Other	286	6.3%
Grand Total	4505	

VRE Report Card

Please circle a rating for each of the items below:

Customer Service:	Excellent	Very Good	Average	Needs Improvement	Poor
Responsiveness of VRE Staff	65%	29%	5%	1%	0%
Friendliness of VRE Staff	66%	27%	5%	1%	0%
VRE Follow-up to Delays or Problems	36%	37%	19%	6%	2%
Lost and Found Department	48%	24%	15%	7%	5%
Usefulness of Train Status (Train Tracking System)	39%	37%	17%	5%	1%
Timeliness of Email Responses	37%	35%	19%	6%	3%
Quality of Email Responses	39%	35%	19%	5%	2%
Timeliness of Social Media Responses	36%	36%	21%	5%	2%
Quality of Social Media Responses	38%	36%	20%	5%	2%
Timeliness of Website Information	32%	42%	20%	5%	1%
Quality of Website	33%	42%	20%	4%	1%
Quality of Train Talk (Email Alert Service)	38%	40%	16%	4%	1%
Timeliness of Train Talk	35%	40%	19%	5%	1%
Overall Communication with Passengers	36%	44%	16%	4%	1%
Train Crew Members:	Excellent	Very Good	Average	Needs Improvement	Poor
Are Helpful and Courteous	72%	23%	4%	1%	0%
Make Regular Station Announcements	66%	25%	7%	1%	0%
Make Timely Delay Announcements	56%	29%	11%	3%	1%
Check Tickets Regularly	55%	30%	11%	2%	1%
Present a Professional Appearance	75%	21%	3%	0%	0%
Overall Crew Performance	68%	27%	4%	1%	0%
VRE Operations	Excellent	Very Good	Average	Needs Improvement	Poor
On-time Performance	42%	45%	10%	2%	0%
Seat Availability	42%	39%	13%	5%	1%
Cleanliness of Trains	70%	26%	3%	1%	0%
Cleanliness of Stations	58%	32%	8%	1%	0%
Reliability of Ticket Vending Machines	32%	37%	22%	8%	2%
Ease of Buying a Ticket	56%	31%	10%	2%	1%
Ease of Redeeming Subsidized Transportation Benefits	54%	29%	11%	4%	2%
Station Parking Availability	54%	29%	11%	5%	2%
Quality of Public Address System on Train	36%	37%	19%	6%	1%
Quality of Public Address System on Platform	35%	36%	20%	7%	2%
Timeliness of Platform Information	32%	38%	22%	7%	1%
Personal Security at Station and on Train	43%	37%	17%	2%	1%
Safety of Train Equipment	56%	36%	7%	0%	0%
Lighting at Morning Station	56%	34%	8%	1%	0%
Lighting at Evening Station	56%	34%	8%	1%	0%
Traffic Circulation at Station	32%	35%	23%	8%	3%
Station Signage	46%	38%	14%	2%	0%
Level of Fare for Quality and Value of Service	35%	41%	19%	3%	1%
Overall Service Quality	50%	43%	7%	0%	0%

The following demographic information is sought to meet Federal Transit Administration guidelines.
 Answers are optional.

21. Your gender:

Gender	Responses	% of Total
Male	2689	60.9%
Female	1723	39.1%
Grand Total	4412	

22. Your age range:

Age Range	Responses	% of Total
21 and Under	12	0.3%
22 to 34	502	11.4%
35 to 44	885	20.1%
45 to 54	1363	31.0%
55 to 64	1328	30.2%
65 and Over	284	6.5%
Decline	21	0.5%
Grand Total	4395	

23. Which best represents your annual household income?

Annual Household Income	Responses	% of Total
Under \$25,000	15	0.4%
\$25,000 - \$49,999	86	2.1%
\$50,000 - \$75,999	228	5.7%
\$76,000 - \$99,999	420	10.5%
\$100,000 - \$124,999	714	17.8%
\$125,000 - \$149,999	705	17.6%
\$150,000 - \$174,999	618	15.4%
\$175,000 +	1218	30.4%
Grand Total	4004	

24. Do you:

Housing	Responses	% of Total
Own	3663	86.1%
Rent	590	13.9%
Grand Total	4253	

25. In your household, there are:

Cars	Responses	% of Total
0 cars	17	0.4%
1 car	686	15.8%
2 cars	2183	50.4%
> 2 cars	1446	33.4%
Grand Total	4332	

26. Your ethnic origin / race:

Ethnic Origin / Race	Responses	% of Total
Caucasian	2720	64.9%
African American	711	17.0%
Hispanic	214	5.1%
Asian / Pacific Islander	282	6.7%
Native American	25	0.6%
Multi-Ethnic	120	2.9%
Other	121	2.9%
Grand Total	4193	

27. Do you speak a language other than English at home?

Other Language	Responses	% of Total
Yes	586	13.9%
No	3617	86.1%
Grand Total	4203	

28. How well do you speak English?

How Well	Responses	% of Total
Very well	4176	96.3%
Well	155	3.6%
Not well	4	0.1%
Not at all	2	0.0%
Grand Total	4337	

29. Marital status:

Status	Responses	% of Total
Married	3325	76.9%
Single	641	14.8%
Widowed	357	8.3%
Grand Total	4323	

7. What is your home zip code?

Home Zip Code	Responses	% of Total	Home Zip Code	Responses	% of Total
17400	1		22312	10	0.2%
18146	1		22314	8	0.2%
20010	1		22315	11	0.3%
20100	1		22400	1	
20105	3	0.1%	22401	145	3.3%
20106	6	0.1%	22402	4	0.1%
20109	61	1.4%	22404	2	
20110	262	6.0%	22405	332	7.6%
20111	284	6.5%	22406	96	2.2%
20112	161	3.7%	22407	212	4.9%
20115	5	0.1%	22408	199	4.6%
20117	1		22409	2	
20119	16	0.4%	22415	2	
20120	22	0.5%	22419	1	
20121	37	0.9%	22425	2	
20122	1		22427	7	0.2%
20124	35	0.8%	22428	3	0.1%
20125	1		22435	3	0.1%
20126	1		22438	1	
20127	1		22448	2	
20128	3	0.1%	22455	1	
20130	1		22465	1	
20136	193	4.4%	22468	1	
20137	6	0.1%	22471	1	
20139	1		22478	1	
20141	1		22480	1	
20143	1		22485	41	0.9%
20144	1		22501	1	
20149	1		22504	1	
20150	1		22508	17	0.4%
20151	6	0.1%	22520	2	
20152	6	0.1%	22531	1	
20155	107	2.5%	22534	5	0.1%

20156	1		22535	1	
20157	2		22536	2	
20169	43	1.0%	22542	1	
20171	3	0.1%	22546	24	0.6%
20181	47	1.1%	22550	1	
20182	1		22551	40	0.9%
20186	13	0.3%	22552	1	
20187	39	0.9%	22553	48	1.1%
20189	2		22554	236	5.4%
20198	3	0.1%	22555	1	
20351	1		22556	53	1.2%
20401	2		22560	3	0.1%
20407	1		22564	1	
20408	2		22567	2	
20476	1		22572	2	
20485	1		22580	3	0.1%
20509	1		22593	1	
20580	1		22601	1	
20716	1		22602	1	
20733	1		22610	1	
21037	1		22630	3	0.1%
21193	1		22639	1	
22003	29	0.7%	22642	1	
22004	1		22663	2	
22005	1		22701	10	0.2%
22010	2		22712	5	0.1%
22014	1		22713	1	
22015	263	6.0%	22715	1	
220152732	1		22719	1	
22016	2		22720	1	
22019	1		22724	2	
22022	2		22726	1	
22025	25	0.6%	22728	3	0.1%
22026	38	0.9%	22734	1	
22027	1		22735	1	
22030	49	1.1%	22737	1	
22031	11	0.3%	22740	1	
22032	154	3.5%	22742	1	
22033	10	0.2%	22747	1	
22037	2		22791	1	
22039	60	1.4%	22801	1	
22045	1		22802	1	
22049	1		22809	1	
22051	2		22812	1	

22052	1		22846	1	
22060	5	0.1%	22901	2	
22076	1		22908	2	
22079	85	2.0%	22960	3	0.1%
22101	1		22973	1	
22103	2		22992	1	
22105	1		23005	4	0.1%
22107	1		23015	2	
22108	1		23024	2	
22112	1		23043	1	
22115	1		23047	1	
22117	1		23059	3	0.1%
22124	3	0.1%	23060	4	0.1%
22125	5	0.1%	23061	1	
22130	1		23069	2	
22132	1		23084	1	
22134	8	0.2%	23112	1	
22142	1		23116	2	
22143	2		23117	6	0.1%
22150	17	0.4%	23126	1	
22151	29	0.7%	23150	2	
22152	44	1.0%	23175	1	
22153	41	0.9%	23223	1	
22154	1		23231	2	
22172	25	0.6%	23232	1	
22190	1		23235	2	
22191	187	4.3%	23238	1	
22192	80	1.8%	23321	1	
22193	73	1.7%	23455	2	
22195	2		23803	1	
22196	1		23831	2	
22202	1		23832	2	
22217	1		24553	1	
22230	1		24590	1	
22234	1		27107	1	
22301	2		27536	1	
22302	1		28408	1	
22303	1		32835	1	
22304	4	0.1%	33615	1	
22305	1		44313	1	
22309	1		67401	1	
22310	6	0.1%	72030	1	
22311	1		78624	1	
Grand Total	4351				

8. What is your work zip code?

Work Zip Code	Responses	% of Total	Work Zip Code	Responses	% of Total
10004	1		20552	1	
10070	1		20554	9	0.2%
20001	177	4.9%	20559	1	
20002	198	5.5%	20560	16	0.4%
200023	1		20565	6	0.2%
20002-4242	1		20570	4	0.1%
20003	75	2.1%	20571	3	0.1%
20003/22448	1		20573	1	
20004	74	2.0%	20575	1	
20005	86	2.4%	20577	1	
20006	48	1.3%	20578	1	
20007	8	0.2%	20579	1	
20008	6	0.2%	20580	7	0.2%
20009	14	0.4%	20581	2	0.1%
20010	8	0.2%	20583	1	
20011	3	0.1%	20585	56	1.5%
20012	3	0.1%	20590	40	1.1%
20013	9	0.2%	20591	89	2.5%
200137012	1		20592	1	
20014	1		20593	17	0.5%
20015	1		20594	5	0.1%
20016	5	0.1%	20596	1	
20017	1		20597	5	0.1%
20018	4	0.1%	20598	7	0.2%
20019	2	0.1%	20603	1	
2002	1		20604	1	
20020	5	0.1%	20608	1	
20021	2	0.1%	20638	1	
20022	3	0.1%	20650	1	
20023	4	0.1%	20706	2	0.1%
20024	170	4.7%	20729	1	
20025	3	0.1%	20740	1	
20026	2	0.1%	20743	2	0.1%
20029	1		20746	4	0.1%
20030	3	0.1%	20755	3	0.1%
20032	3	0.1%	20770	1	
20034	1		20781	1	
20035	2	0.1%	20782	1	
20036	45	1.2%	20784	1	
20036/20006	1		20791	1	
20037	16	0.4%	20801	1	

20039	2	0.1%	20810	1	
20043	2	0.1%	20814	4	0.1%
20044	4	0.1%	20815	1	
20046	4	0.1%	20817	1	
20047	2	0.1%	20820	1	
20049	2	0.1%	20825	2	0.1%
20050	4	0.1%	20850	1	
20052	3	0.1%	20852	2	0.1%
20053	1		20858	1	
20054	2	0.1%	20889	1	
20055	1		20892	2	0.1%
20056	1		20901	1	
20057	1		20904	1	
20059	1		20910	15	0.4%
20060	3	0.1%	20951	1	
20061	1		21059	1	
20064	5	0.1%	21201	1	
20065	3	0.1%	21202	1	
20071	1		21205	1	
20076	1		21553	1	
20080	3	0.1%	22001	3	0.1%
20085	1		22002	5	0.1%
20090	2	0.1%	22003	3	0.1%
20100	1		22004	3	0.1%
20101	1		22005	1	
20109	2	0.1%	22009	4	0.1%
20110	1		22010	2	0.1%
20112	1		22012	4	0.1%
20115	1		22014	2	0.1%
20122	1		22015	2	0.1%
20124	1		22020	4	0.1%
20135	1		22022	6	0.2%
20136	1		22023	3	0.1%
20140	2	0.1%	22024	6	0.2%
20147	1		22026	1	
20150	2	0.1%	22027	3	0.1%
20152	1		22028	1	
20175	1		22030	7	0.2%
20182	1		22031	1	
20191	2	0.1%	22032	2	0.1%
20200	1		22035	2	0.1%
20201	41	1.1%	22036	1	
20202	42	1.2%	22037	1	
20203	1		22040	1	

20204	3	0.1%	22041	2	0.1%
20205	1		22044	1	
20210	30	0.8%	22049	3	0.1%
20212	37	1.0%	22050	1	
20214	2	0.1%	22053	1	
20215	2	0.1%	22054	2	0.1%
20217	3	0.1%	22056	1	
20219	23	0.6%	22060	84	2.3%
20220	9	0.2%	22061	1	
20221	2	0.1%	22079	19	0.5%
20222	6	0.2%	22100	1	
20223	9	0.2%	22101	1	
20224	15	0.4%	22102	6	0.2%
20226	11	0.3%	22111	1	
20227	1		22122	1	
20229	21	0.6%	22134	78	2.2%
20230	12	0.3%	22135	1	
20231	2	0.1%	22139	1	
20233	1		22141	1	
20237	20	0.6%	22143	1	
20240	6	0.2%	22150	27	0.7%
20241/20006	1		22151	7	0.2%
20242	1		22153	5	0.1%
20245	1		22172	1	
20246	1		22180	1	
20250	46	1.3%	22182	2	0.1%
20252	1		22184	1	
20254	2	0.1%	22191	5	0.1%
20258	1		22192	6	0.2%
20259	1		22201	24	0.7%
20260	14	0.4%	22202	349	9.6%
20262	1		22202/22152	1	
20268	1		22203	15	0.4%
20280	1		22204	25	0.7%
20300	1		22206	2	0.1%
20301	30	0.8%	22207	5	0.1%
20310	14	0.4%	22208	1	
20314	11	0.3%	22209	36	1.0%
20318	7	0.2%	22210	1	
20319	4	0.1%	22211	2	0.1%
20330	19	0.5%	22212	1	
20345	1		22215	1	
20350	18	0.5%	22216	1	
20350-2000	1		22226	3	0.1%

2037	1		22237	1	
20370	1		22242	2	0.1%
20373	2	0.1%	22252	1	
20374	12	0.3%	22272	1	
20375	1		22291	1	
20376	11	0.3%	22301	6	0.2%
20380	2	0.1%	22302	4	0.1%
20400	1		22303	2	0.1%
20401	18	0.5%	22304	3	0.1%
20405	8	0.2%	22305	1	
20407	14	0.4%	22306	1	
20408	7	0.2%	22308	1	
20410	42	1.2%	22309	2	0.1%
20415	2	0.1%	22310	13	0.4%
20416	11	0.3%	22311	11	0.3%
20420	17	0.5%	22312	2	0.1%
20422	4	0.1%	22313	6	0.2%
20423	1		22314	171	4.7%
20426	24	0.7%	22315	4	0.1%
20427	2	0.1%	22317	1	
20431	1		22318	2	0.1%
20433	1		22321	2	0.1%
20436	9	0.2%	22332	2	0.1%
20439	1		22334	2	0.1%
20442	1		22350	12	0.3%
20443	1		22376	1	
20445	1		22401	2	0.1%
20447	1		22410	1	
20450	1		22418	1	
20455	1		22420	1	
20460	12	0.3%	22449	1	
20463	2	0.1%	22485	1	
20468	1		22501	1	
20470	1		22502	1	
20472	48	1.3%	22506	1	
20477	1		22512	1	
20493	1		22514	1	
20500	2	0.1%	22528	1	
20501	3	0.1%	22546	1	
20503	2	0.1%	22560	1	
20504	1		22585	2	0.1%
20506	3	0.1%	22590	1	
20507	4	0.1%	22598	1	
20510	26	0.7%	22702	2	0.1%

20513	1		22801	1
20514	2	0.1%	22820	1
20515	34	0.9%	23059	1
20516	1		23114	1
20518	1		23191	1
20519	2	0.1%	23314	1
20520	4	0.1%	23505	1
20523	3	0.1%	23590	1
20524	1		23591	1
20525	3	0.1%	23708	1
20528	3	0.1%	24002	1
20529	20	0.6%	24060	1
20530	30	0.8%	24702	1
20531	5	0.1%	25001	1
20533	1		25051	1
20534	9	0.2%	26124	1
20535	34	0.9%	26230	1
20536	25	0.7%	26250	1
20537	1		26544	1
20539	2	0.1%	27040	1
20540	22	0.6%	27707	1
20541	1		28204	1
20542	1		28585	1
20543	5	0.1%	28590	1
20544	19	0.5%	29566	1
20546	26	0.7%	30223	1
20547	2	0.1%	30526	1
20548	16	0.4%	30531	1
20549	51	1.4%	40535	1
20549/20001	1		44313	1
20550	1		60609	1
20551	3	0.1%	63019	1
Grand Total	3623		78624	1