

# 2010 Customer Opinion Survey Results



Welcome to VRE's 2010 Customer Opinion Survey!

It's that time again. Each year VRE surveys its customers to determine their opinions on various areas of VRE service and also to gauge the response to proposed changes. PLEASE take a few minutes to fill this out as every opinion counts.

**Thank you for your time and for riding the Virginia Railway Express.**

## 1) What train are you riding right now?

		Total	
A	Manassas 322	388	7%
B	Manassas 324	514	9%
C	Manassas 326	590	10%
D	Manassas 328	528	9%
E	Manassas 330	516	9%
F	Manassas 332	311	6%
G	Amtrak 86	27	0%
H	Amtrak 84	12	0%
I	Fredericksburg 300	625	11%
J	Fredericksburg 302	530	9%
K	Fredericksburg 304	541	10%
L	Fredericksburg 306	481	9%
M	Fredericksburg 308	307	5%
N	Fredericksburg 310	251	4%
Grand Total		5621	100%

## 2) What train will you take this evening?

		Total	
A	Fredericksburg 301	46	1%
B	Fredericksburg 303	488	9%
C	Fredericksburg 305	533	10%
D	Fredericksburg 307	697	13%
E	Fredericksburg 309	561	10%
F	Fredericksburg 311	340	6%
G	Fredericksburg 313	122	2%
H	Manassas 325	37	1%
I	Manassas 327	536	10%
J	Manassas 329	683	12%
K	Manassas 331	723	13%
L	Manassas 333	430	8%
M	Manassas 335	253	5%
N	Manassas 337	75	1%
O	Amtrak 93	12	0%
P	Amtrak 85	12	0%
Grand Total		5548	100%

**3) How long have you been riding VRE?**

		Total	
A	Less than a year	1158	21%
B	1-3 years	1721	31%
C	4-6 years	1116	20%
D	7-9 years	690	12%
E	10-12 years	399	7%
F	13-15 years	188	3%
G	16-17 years	129	2%
H	Since the beginning	203	4%
Grand Total		5604	100%

**4) Has VRE service improved over the last year?**

		Total	
A	Yes	1669	30%
B	No	409	7%
C	Same	2489	45%
D	No comment	926	17%
Grand Total		5493	100%

**5) What is your number one concern about VRE service? (Please circle only one answer)**

		Total	%
A	On-time performance	2061	37%
B	Lack of seats	940	17%
C	Lack of parking	431	8%
D	Older equipment	236	4%
E	Cost	753	14%
F	Communication	54	1%
G	Security	73	1%
H	Frequency of service	616	11%
I	Crews	27	0%
J	Other	91	2%
K	No concerns	283	5%
Grand Total		5565	100%

**6) At which VRE station did you board this morning?**

		Total	%
A	Broad Run	766	14%
B	Manassas	652	12%
C	Manassas Park	516	9%
D	Burke Centre	558	10%
E	Rolling Road	264	5%
F	Backlick Road	75	1%
G	Fredericksburg	924	17%
H	Leeland Road	566	10%
I	Brooke	352	6%
J	Quantico	244	4%
K	Rippon	336	6%
L	Woodbridge	215	4%
M	Lorton	104	2%
N	Franconia/Springfield	15	0%
O	Alexandria	6	0%
Grand Total		5593	100%

**7) At which station will you detrain this morning?**

		Total	%
A	Union Station	1042	19%
B	L'Enfant	2206	39%
C	Crystal City	1366	24%
D	Alexandria	584	10%
E	Backlick Road	14	0%
F	Quantico	81	1%
G	Woodbridge	43	1%
H	Lorton	133	2%
I	Franconia/Springfield	108	2%
J	Rippon	16	0%
K	Other	5	0%
Grand Total		5598	100%

**8) How many miles did you travel from your home to the train station this morning?**

		Total	%
A	Fewer than 5 miles	3011	54%
B	5-10 miles	1606	29%
C	11-15 miles	482	9%
D	16-20 miles	174	3%
E	21-25 miles	115	2%
F	More than 25 miles	204	4%
Grand Total		5592	100%

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

		Total	%
A	Drove alone / Parked	4549	81%
B	Drove / Rode with others and parked	310	6%
C	Dropped off by car	402	7%
D	Metrobus	2	0%
E	Walked	251	4%
F	Bike	14	0%
G	OmniLink	2	0%
H	Fairfax Connector	1	0%
I	DASH	3	0%
J	FRED	46	1%
K	GRTC	10	0%
L	Other	6	0%
Grand Total		5596	100%

**10) What is your home zip code?**

Zip	Total	Zip	Total	Zip	Total	Zip	Total
22405	384	22150	7	20023	1	22558	1
22015	331	22580	7	20101	1	22559	1
20111	316	22125	6	20107	1	22560	1
20110	315	20151	5	20108	1	22567	1
22554	302	22031	5	20118	1	22602	1
20136	273	22400	5	20126	1	22610	1
22191	249	22642	5	20130	1	22620	1
22407	218	22734	5	20134	1	22639	1
22408	196	23024	5	20138	1	22645	1
20112	195	20137	4	20139	1	22663	1
22401	166	22443	4	20165	1	22709	1
22032	158	22742	4	20166	1	22720	1
20155	117	23116	4	20168	1	22724	1
20109	104	23117	4	20182	1	22726	1
22406	100	23832	4	20205	1	22736	1
22193	93	22314	3	20220	1	22740	1
22192	83	22315	3	20241	1	22791	1
22556	73	22520	3	20269	1	22901	1
22079	62	22534	3	20710	1	22903	1
20169	61	22601	3	21036	1	22906	1
22485	54	22655	3	21102	1	23005	1
22553	53	23114	3	21109	1	23047	1
22152	48	23233	3	21133	1	23060	1
20181	46	23234	3	21191	1	23075	1
22030	44	23602	3	21554	1	23103	1
22172	44	20105	2	22022	1	23113	1
22551	43	20143	2	22029	1	23150	1
20187	38	20152	2	22041	1	23188	1
20124	34	20198	2	22060	1	23192	1
22151	31	22310	2	22077	1	23223	1
20121	30	22402	2	22112	1	23224	1
22025	27	22403	2	22141	1	23227	1
20186	26	22514	2	22182	1	23228	1
22003	25	22657	2	22234	1	23320	1
22026	24	22727	2	22301	1	23456	1
22546	23	22737	2	22302	1	23838	1
22153	22	22835	2	22309	1	23875	1
22701	22	22902	2	22404	1	23884	1
22508	21	23059	2	22445	1	23901	1
20119	19	23093	2	22450	1	25434	1
20120	19	23112	2	22469	1	27012	1
22712	19	23225	2	22501	1	28645	1
22134	15	23237	2	22506	1	33570	1
22630	11	02134	1	22535	1	35803	1
22312	9	20003	1	22542	1	76012	1
20115	8	20008	1	22552	1	79601	1
22728	8					92118	1

11) What is your work zip code?

Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total
22202	665	20548	15	20523	6	20532	3	22037	2	20227	1	20835	1	22234	1
22314	251	22041	15	22153	6	20539	3	22039	2	20233	1	20836	1	22292	1
20001	189	22554	15	22240	6	20565	3	22102	2	20235	1	20848	1	22300	1
20024	157	20037	14	22407	6	20571	3	22200	2	20238	1	20850	1	22307	1
20002	154	20224	14	20015	5	20594	3	22205	2	20239	1	20855	1	22308	1
20591	123	20219	13	20026	5	20746	3	22210	2	20242	1	20889	1	22311	1
22060	87	20226	13	20045	5	20782	3	22213	2	20247	1	20890	1	22316	1
20005	82	20401	13	20155	5	20814	3	22305	2	20253	1	20912	1	22324	1
20004	81	22301	13	20447	5	22001	3	22309	2	20264	1	20951	1	22333	1
20036	67	20111	12	20503	5	22004	3	22322	2	20291	1	21022	1	22336	1
20585	67	20220	12	20507	5	22040	3	22340	2	20304	1	21090	1	22376	1
22134	60	20314	12	20522	5	22122	3	22410	2	20320	1	21209	1	22402	1
20003	59	20350	12	20526	5	22207	3	22443	2	20322	1	22000	1	22403	1
20202	56	20528	12	20580	5	22214	3	22551	2	20334	1	22002	1	22427	1
20590	55	22150	12	22032	5	22306	3	22553	2	20339	1	22008	1	22434	1
22209	55	22310	12	22050	5	22413	3	22585	2	20365	1	22013	1	22485	1
20006	51	22315	12	22192	5	20018	2	23234	2	20391	1	22014	1	22508	1
20250	47	20007	11	22212	5	20019	2	33221	2	20394	1	22019	1	22515	1
22332	45	20230	11	22226	5	20029	2	10002	1	20398	1	22025	1	22528	1
20472	44	20598	11	22302	5	20034	2	10956	1	20415	1	22027	1	22530	1
20515	44	22151	11	22448	5	20050	2	12005	1	20416	1	22029	1	22534	1
20212	39	22304	11	20052	4	20064	2	20000	1	20421	1	22031	1	22546	1
20410	39	20436	10	20054	4	20091	2	20011	1	20425	1	22036	1	22549	1
20535	38	20554	10	20060	4	20109	2	20014	1	20429	1	22042	1	22550	1
22201	36	20560	10	20065	4	20156	2	20020	1	20431	1	22043	1	22580	1
20510	32	22030	10	20228	4	20159	2	20023	1	20439	1	22045	1	22593	1
22204	32	22405	10	20234	4	20181	2	20032	1	20450	1	22051	1	22598	1
22331	32	20009	9	20240	4	20205	2	20038	1	20457	1	22054	1	22642	1
20210	31	20010	9	20374	4	20208	2	20039	1	20476	1	22056	1	22702	1
20310	31	20136	9	20422	4	20211	2	20042	1	20490	1	22058	1	22709	1
20201	30	20318	9	20543	4	20241	2	20044	1	20501	1	22059	1	22901	1
20529	30	20340	9	20706	4	20254	2	20047	1	20504	1	22062	1	23001	1
20549	29	22015	9	22003	4	20303	2	20048	1	20506	1	22064	1	23302	1
20593	29	22312	9	22022	4	20370	2	20071	1	20509	1	22065	1	23320	1
20229	28	20013	8	22024	4	20375	2	20080	1	20511	1	22074	1	23436	1
20426	26	20110	8	22152	4	20423	2	20095	1	20513	1	22092	1	23523	1
20530	26	20319	8	22193	4	20505	2	20102	1	20524	1	22104	1	24031	1
20330	25	22206	8	22303	4	20518	2	20115	1	20533	1	22105	1	24060	1
20260	24	20221	7	22406	4	20525	2	20122	1	20538	1	22111	1	24072	1
22203	22	20222	7	22556	4	20551	2	20124	1	20542	1	22125	1	25029	1
20376	21	20223	7	20025	3	20552	2	20130	1	20559	1	22133	1	25029	1
20544	21	20380	7	20040	3	20573	2	20133	1	20568	1	22136	1	25034	1
20546	21	20547	7	20217	3	20704	2	20134	1	20570	1	22154	1	25353	1
20301	20	22215	7	20259	3	20740	2	20137	1	20572	1	22172	1	25901	1
20407	20	22401	7	20306	3	20742	2	20139	1	20577	1	22174	1	25903	1
20540	20	22408	7	20307	3	20785	2	20141	1	20582	1	22195	1	28504	1
20910	20	20008	6	20353	3	20815	2	20150	1	20595	1	22208	1	30027	1
20420	19	20012	6	20373	3	20852	2	20153	1	20597	1	22217	1	30256	1
20536	19	20016	6	20433	3	20892	2	20165	1	20705	1	22220	1	30918	1
22313	18	20049	6	20463	3	22005	2	20169	1	20737	1	22221	1	33301	1
20237	17	20059	6	20500	3	22009	2	20191	1	20770	1	22222	1	33308	1
22079	17	20112	6	20502	3	22020	2	20203	1	20795	1	22227	1	34744	1
20534	16	20405	6	20506	3	22021	2	20204	1	20810	1	22230	1	90472	1
22191	16	20408	6	20531	3	22026	2	20216	1	20813	1	22231	1	92108	1
20460	15	20520	6			22033	2	20225	1			22232	1	92243	1

**12) How will you get to your final destination when you get off the train this morning?**

		Total	%
A	Walk	3630	67%
B	Bike	8	0%
C	Taxi	8	0%
D	Metrorail	1299	24%
E	Car	233	4%
F	Metrobus	169	3%
G	ART bus	6	0%
H	MARC	7	0%
I	DASH	44	1%
J	Fairfax Connector	24	0%
K	DC Circulator	28	1%
Grand Total		5456	100%

**13) How often do you ride an Amtrak train with a VRE ticket (Monthly, TLC, Five-Day or Ten-Trip) and Step-Up?**

		Total	%
A	Daily	466	8%
B	Once a week	55	1%
C	2-3 times per week	110	2%
D	2-3 times per month	167	3%
E	Once a month or less	657	12%
F	Never	4130	74%
Grand Total		5585	100%

**14) How do you get to work on the days you choose not ride the VRE?**

		Total	%
A	Always use VRE	1571	28%
B	Drive alone	2218	40%
C	Carpool	262	5%
D	Vanpool	3	0%
E	Car and Metrorail	969	17%
F	Bus	37	1%
G	Car and Bus	25	0%
H	Bus and Metrorail	92	2%
I	Metrorail	164	3%
J	"Slug"	130	2%
K	Other	98	2%
Grand Total		5569	100%

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

		Total	%
A	Drove alone	2277	41%
B	Carpool	425	8%
C	Vanpool	174	3%
D	Car and Metrorail	629	11%
E	Bus	160	3%
F	Car and Bus	75	1%
G	Bus and Metrorail	216	4%
H	Metrorail	280	5%
I	"Slug"	188	3%
J	I Have Always Used VRE	997	18%
K	Other	139	3%
Grand Total		5560	100%

**16) How often do you normally ride VRE?**

		Total	%
A	Once a week	45	1%
B	Twice a week	80	1%
C	Three times a week	317	6%
D	Four times a week	832	15%
E	Five times a week	4252	76%
F	Once or Twice a month	25	0%
G	A few times per year	31	1%
H	This is my first ride	21	0%
Grand Total		5603	

**17) How frequently are you unable to ride the train because of travel outside the metropolitan area or other obligations?**

		Total	%
A	More than 10 times per month	263	5%
B	8-10 times per month	129	2%
C	5-7 times per month	389	7%
D	2-4 times per month	1370	25%
E	Once a month or less	2013	36%
F	Never	1409	25%
Grand Total		5573	100%

**18) Do you tele-commute or work at home one or more days per week?**

		Total	%
A	Yes, 1 day	658	12%
B	Yes, 2 days	160	3%
C	Yes, more than 2 days	51	1%
D	No	4691	84%
Grand Total		5560	100%

**19) If yes, on which day(s) do you typically tele-commute? (Please circle all that apply)**

		Total
A	Monday	281
B	Tuesday	186
C	Wednesday	127
D	Thursday	197
E	Friday	513

**20) Does your employer offer flex scheduling and if so, what is your schedule?**

		Total	%
A	4, 10-hour days	188	3%
B	9-hour days with 1 day off every two weeks	1201	22%
C	Other	640	12%
D	I do not have flex scheduling	3472	63%
Grand Total		5501	100%

**21) What type of ticket do you normally use?**

		Total	%
A	Single-Ride/Round-Trip	103	2%
B	Monthly	3969	71%
C	Five-Day Pass	155	3%
D	Ten-Trip	1192	21%
E	TLC (Joint VRE-Metro Fare Card)	141	3%
Grand Total		5560	100%

**22) Where do you normally purchase your tickets?**

		Total	%
A	Vendor	3214	58%
B	Station Ticket Vending Machine (TVM)	1433	26%
C	Internet from www.commuterdirect.com	859	16%
Grand Total		5506	100%

**23) Does your employer provide the following? (Please circle all that apply)**

		Total
A	SmartBenefit transit subsidy	3553
B	Non-SmartBenefit transit subsidy	500
C	Pre-tax payment for transit passes	664
D	Free/subsidized employee parking	436
E	Other commuting benefit	344

**24) Have you registered with the SmartBenefits personalized account service to buy your VRE tickets through CommuterDirect?**

		Total	%
A	Yes	1232	22%
B	No	4279	78%
Grand Total		5511	100%

**25) If no, why not?**

		Total	%
A	Still able to receive SmartBenefit Vouchers	1819	45%
B	Don't want to wait for tickets through mail	374	9%
C	Don't receive transit benefits	662	16%
D	Sign up too confusing or not convenient	263	7%
E	Prefer other ticket purchase options	924	23%
Grand Total		4042	100%

**26) When you need more detailed information about VRE, how do you go about getting it?**

		Total
A	I use the website	4809
B	I call VRE's office (703) 684-1001	195
C	I ask the conductor	271
D	I call the VRE 800 # (800-RIDE-VRE)	283
E	I check my email or log into the Train Talk system to check for updates	195
F	I check VRE's Facebook page	52
G	I check VRE's Twitter feed	56

**27) Do you read the VRE Update, the monthly on board newsletter?**

		Total	%
A	I never miss an issue	2414	43%
B	Sometimes	2767	50%
C	Never	391	7%
Grand Total		5572	100%

**28) I would like to receive safety and security information through (Choose all that apply)**

		Total
A	Brochures	636
B	Weekly Train Talk Emails	2371
C	On Platform Information Screens	2015
D	Monthly On Board Newsletter	2184
E	Facebook Page	300



**29) Rate the usefulness of Daily Download – our on-line delay reports (10 being the highest)**

	Total	%
1	414	10%
2	132	3%
3	194	4%
4	188	4%
5	535	12%
6	431	10%
7	586	13%
8	871	20%
9	419	10%
10	585	13%
Grand Total	4355	100%

**30) Which radio station do you listen to most often in the Morning? (Choose only one)**

		Total	%			Total	%
A	WAMU FM/88.5	433	9%	N	WASH FM/97.1	139	3%
B	WBQB/101.5	201	4%	O	WFLS FM/93.3	213	4%
C	WTOP FM/103.5	1587	31%	P	WJFK FM/106.7	149	3%
D	WJZW FM/105.9	66	1%	Q	WMAL AM/630	170	3%
E	WMZQ FM/98.7	141	3%	R	WPGC FM/95.5	69	1%
F	WTEM AM/980	30	1%	S	WWRC AM/570	3	0%
G	WGRX FM/104.5	35	1%	T	WBIG FM/100.3	102	2%
H	WTGB FM/94.7	72	1%	U	WIHT FM/99.5	138	3%
I	WETA FM/90.9	116	2%	V	WJYJ FM/90.5	36	1%
J	WHUR FM/96.3	192	4%	W	WMMJ FM/102.3	45	1%
K	WKYS FM/93.9	51	1%	X	WRQX FM/107.3	105	2%
L	WYSK FM/99.3	24	0%	Y	OTHER	765	15%
M	WWDC FM/101.1	168	3%				
Grand Total				5050		100%	

**31) Which newspapers do you read daily? (Choose all that apply)**

	Total
A Washington Post	2246
B Fredericksburg Free-Lance Star	852
C Wall Street Journal	282
D USA Today	338
E Washington Times	248
F Potomac/Manassas Journal	
G Messenger	195
H New York Times	249
I Other	1540

**32) Which social networking sites do you use (Choose all that apply)**

	Total
A Facebook	2571
B MySpace	150
C LinkedIn	881
D Twitter	313
E Friendster	10
F Digg	40
G Other	293

**33) Which type of smartphone would you prefer to use?**

		Total	%
A	Windows	163	3%
B	Blackberry	1891	35%
C	iPhone	1052	20%
D	Android	479	9%
E	Palm	87	2%
F	None or N/A	1713	32%
Grand Total		5385	100%

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

		Total
A	Traffic	3205
B	Old way of commuting became unattractive	799
C	Recommended by a friend	833
D	Co-workers	379
E	Website	75
F	Metrochek	1010
G	New job	1746
H	New home	1336
I	Newspaper ad/Radio commercial	23
J	Guaranteed Ride Home	347
K	Joint service with Amtrak	140
L	Free bus connections	88
M	Friends on the train	88
N	I just love trains	272
O	Wanted to try the train, then liked it	272
P	Other	241

**35) For whom do you work?**

		Total	%
A	Federal government	3445	62%
B	State government	32	1%
C	Local government	69	1%
D	Military agency or position	323	6%
E	Private Company	1302	23%
F	Association	161	3%
G	Self Employed	49	1%
H	Student	18	0%
I	Tourist	3	0%
J	Other	147	3%
Grand Total		5549	100%

## VRE Report Card

Key: A = Excellent

B = Very Good

C = Average

D = Needs Improvement

F = Poor

N/A = No Opinion

### Customer Service:

#### Responsiveness of VRE Staff

	Grand Total	%
A	2362	46%
B	1984	39%
C	640	12%
D	106	2%
F	32	1%
N/A	315	
Grand Total*	5124	100%

#### Friendliness of VRE Staff

	Grand Total	%
A	2410	45%
B	2061	39%
C	718	13%
D	111	2%
F	30	1%
N/A	119	
Grand Total*	5330	100%

#### VRE Follow-Up to Delays Or Problems

	Grand Total	%
A	857	17%
B	1758	34%
C	1612	32%
D	667	13%
F	206	4%
N/A	304	
Grand Total*	5100	100%

#### Lost And Found Department

	Grand Total	%
A	922	36%
B	778	31%
C	524	21%
D	184	7%
F	129	5%
N/A	2856	
Grand Total*	2537	100%

#### Usefulness of Rail Time

	Grand Total	%
A	1281	29%
B	1789	41%
C	1006	23%
D	232	5%
F	58	1%
N/A	1015	
Grand Total*	4366	100%

### Timeliness of E-Mail Responses

	Grand Total	%
A	502	17%
B	1058	36%
C	886	30%
D	331	11%
F	133	5%
N/A	2447	
Grand Total*	2910	100%

### Quality of E-Mail Responses

	Grand Total	%
A	588	21%
B	1125	39%
C	799	28%
D	246	9%
F	95	3%
N/A	2465	
Grand Total*	2853	100%

### Quality of Website

	Grand Total	%
A	1261	24%
B	2545	49%
C	1180	23%
D	160	3%
F	21	0%
N/A	236	
Grand Total*	5167	100%

### Timeliness of Website Information

	Grand Total	%
A	1022	21%
B	2231	46%
C	1271	26%
D	269	6%
F	43	1%
N/A	510	
Grand Total*	4836	100%

### Timeliness of Train Talk (E-Mail News Service)

	Grand Total	%
A	876	23%
B	1693	44%
C	970	25%
D	263	7%
F	59	2%
N/A	1467	
Grand Total*	3861	100%

**Quality of Train Talk**

	Grand Total	%
A	866	22%
B	1867	47%
C	1064	27%
D	167	4%
F	32	1%
N/A	1301	
Grand Total*	3996	100%

**Make Regular Station Announcements**

	Grand Total	%
A	2468	46%
B	1802	34%
C	818	15%
D	223	4%
F	62	1%
N/A	70	
Grand Total*	5373	100%

**Overall Communication With Passengers**

	Grand Total	%
A	1026	20%
B	2407	47%
C	1344	26%
D	315	6%
F	76	1%
N/A	202	
Grand Total*	5168	100%

**Make Timely Delay Announcements**

	Grand Total	%
A	2003	37%
B	1816	34%
C	1025	19%
D	399	7%
F	134	2%
N/A	72	
Grand Total*	5377	100%

**Train Crew Members:****Are Knowledgeable About VRE Operations**

	Grand Total	%
A	2696	54%
B	1779	35%
C	467	9%
D	64	1%
F	16	0%
N/A	406	
Grand Total*	5022	100%

**Check Tickets Regularly**

	Grand Total	%
A	1946	36%
B	1977	37%
C	1012	19%
D	314	6%
F	137	3%
N/A	30	
Grand Total*	5386	100%

**Are Helpful**

	Grand Total	%
A	2829	53%
B	1860	35%
C	522	10%
D	96	2%
F	29	1%
N/A	120	
Grand Total*	5336	100%

**Present A Professional Appearance**

	Grand Total	%
A	3039	56%
B	1867	35%
C	439	8%
D	45	1%
F	7	0%
N/A	14	
Grand Total*	5397	100%

**Are Courteous**

	Grand Total	%
A	2806	52%
B	1864	34%
C	570	11%
D	131	2%
F	35	1%
N/A	47	
Grand Total*	5406	100%

**Overall Crew Performance**

	Grand Total	%
A	2474	46%
B	2220	41%
C	610	11%
D	71	1%
F	13	0%
N/A	19	
Grand Total*	5388	100%

**VRE Operations:****Convenience of Schedules**

	Grand Total	%
A	949	18%
B	2308	43%
C	1490	28%
D	527	10%
F	104	2%
N/A	15	
Grand Total*	5378	100%

**On-Time Performance**

	Grand Total	%
A	718	13%
B	2428	45%
C	1525	28%
D	569	11%
F	145	3%
N/A	14	
Grand Total*	5385	100%

**Cleanliness of Trains**

	Grand Total	%
A	2508	46%
B	2229	41%
C	579	11%
D	85	2%
F	19	0%
N/A	9	
Grand Total*	5420	100%

**Cleanliness of Stations**

	Grand Total	%
A	2065	38%
B	2320	43%
C	783	15%
D	176	3%
F	45	1%
N/A	25	
Grand Total*	5389	100%

**Communication Between VRE Staff & Riders**

	Grand Total	%
A	1393	27%
B	2344	45%
C	1155	22%
D	281	5%
F	72	1%
N/A	128	
Grand Total*	5245	100%

**Automated Phone System (684-0400/800 RIDE VRE)**

	Grand Total	%
A	329	19%
B	669	39%
C	566	33%
D	112	7%
F	47	3%
N/A	3533	
Grand Total*	1723	100%

**Reliability of Ticket Vending Machines**

	Grand Total	%
A	610	13%
B	1466	32%
C	1509	33%
D	729	16%
F	214	5%
N/A	814	
Grand Total*	4528	100%

**Ease of Buying a Ticket**

	Grand Total	%
A	1540	30%
B	2015	39%
C	1185	23%
D	377	7%
F	87	2%
N/A	163	
Grand Total*	5204	100%

**Ease of Redeeming SmartBenefits**

	Grand Total	%
A	1186	31%
B	1329	35%
C	801	21%
D	385	10%
F	134	3%
N/A	1473	
Grand Total*	3835	100%

**Station Parking Availability**

	Grand Total	%
A	1467	28%
B	1537	30%
C	1061	21%
D	685	13%
F	403	8%
N/A	228	
Grand Total*	5153	100%

**Quality of Public Address System on Train**

	Grand Total	%
A	972	18%
B	1988	38%
C	1629	31%
D	542	10%
F	134	3%
N/A	116	
Grand Total*	5265	100%

**Lighting at Morning Station**

	Grand Total	%
A	1849	35%
B	2320	44%
C	937	18%
D	121	2%
F	22	0%
N/A	136	
Grand Total*	5249	100%

**Quality of Public Address System on Platform**

	Grand Total	%
A	886	17%
B	1831	35%
C	1644	31%
D	674	13%
F	203	4%
N/A	140	
Grand Total*	5238	100%

**Lighting at Evening Station**

	Grand Total	%
A	1805	35%
B	2295	44%
C	934	18%
D	109	2%
F	28	1%
N/A	206	
Grand Total*	5171	100%

**Timeliness of Platform Information**

	Grand Total	%
A	673	13%
B	1690	32%
C	1775	34%
D	846	16%
F	256	5%
N/A	117	
Grand Total*	5240	100%

**Traffic Circulation at Station**

	Grand Total	%
A	841	16%
B	1853	36%
C	1642	32%
D	586	11%
F	250	5%
N/A	185	
Grand Total*	5172	100%

**Personal Security at Station and on Train**

	Grand Total	%
A	1275	26%
B	1996	40%
C	1303	26%
D	278	6%
F	144	3%
N/A	359	
Grand Total*	4996	100%

**Station Signage**

	Grand Total	%
A	1241	24%
B	2299	44%
C	1350	26%
D	251	5%
F	57	1%
N/A	142	
Grand Total*	5198	100%

**Safety of Train Equipment**

	Grand Total	%
A	1543	32%
B	2249	47%
C	936	19%
D	80	2%
F	12	0%
N/A	500	
Grand Total*	4820	100%

**Level of Fare for Quality and Value of Service**

	Grand Total	%
A	873	16%
B	2251	42%
C	1698	32%
D	395	7%
F	111	2%
N/A	55	
Grand Total*	5328	100%

**Overall Service Quality**

	Grand Total	%
A	1288	24%
B	2862	53%
C	1072	20%
D	146	3%
F	13	0%
N/A	15	
Grand Total*	5381	100%

**THE FOLLOWING DEMOGRAPHIC INFORMATION IS TO MEET FEDERAL TRANSIT ADMINISTRATION GUIDELINES.**

**Your gender:**

36)		Total	%
A	Male	3465	63%
B	Female	2015	37%
Grand Total		5480	100%

**36) Your age:**

37)		Total	%
A	Under 18	6	0%
B	18-24	107	2%
C	25-34	721	13%
D	35-44	1312	24%
E	45-54	1899	35%
F	55-64	1252	23%
G	65+	176	3%
Grand Total		5473	100%

**37) Which best represents your annual household income?**

38)		Total	%
A	Under \$25,000	33	1%
B	\$25,000 - 49,999	158	3%
C	\$50,000 - 74,999	432	8%
D	\$75,000 - 99,999	785	15%
E	\$100,000 -124,999	1152	22%
F	\$125,000 – 149,999	901	18%
G	\$150,000 -174,999	651	13%
H	\$175,000+	1010	20%
Grand Total		5122	100%

**38) Do you:**

39)		Total	%
A	Own your home/ townhouse/ condo	4566	85%
B	Rent a home/ townhouse/ condo/ apartment/ room	806	15%
Grand Total		5372	100%

**39) In your household, there are:**

40)		Total	%
A	0 cars	22	0%
B	1 car	880	16%
C	2 cars	2809	52%
D	>2 cars	1705	31%
Grand Total		5416	100%

**40) Your Ethnic origin/Race:**

41)		Total	%
A	Caucasian	3704	71%
B	African American	729	14%
C	Asian/Pacific Islander	319	6%
D	Hispanic	216	4%
E	Native American	43	1%
F	Multi-ethnic	91	2%
G	Other	144	3%
Grand Total		5246	100%

**41) What languages are you proficient in? (Circle all that apply)**

42)		Total
A	Arabic	58
B	Mandarin/Cantonese	61
C	English	5063
D	French	211
E	German	204
F	Korean	38
G	Spanish	442
H	Other	385

**42) Marital Status:**

43)		Total	%
A	Married	4077	76%
B	Single	794	15%
C	Widowed/ Divorced	484	9%
Grand Total		5355	100%