

# 2013 Customer Opinion Survey Results



VRE's 2013 Customer Opinion Survey was conducted onboard all morning northbound trains on May 8, 2013. Below are the results from that survey. 6,305 riders responded out of the 10,344 morning passengers that day.

## Rider Response by Train

		Total	
	Manassas 322	333	5%
	Manassas 324	405	6%
	Manassas 326	675	11%
	Manassas 328	645	10%
	Manassas 330	595	9%
	Manassas 332	388	6%
	Amtrak 176	3	0%
	Amtrak 86	50	1%
	Amtrak 174	26	0%
	Amtrak 84	6	0%
	Fredericksburg 300	422	7%
	Fredericksburg 302	438	7%
	Fredericksburg 304	491	8%
	Fredericksburg 306	606	10%
	Fredericksburg 308	528	8%
	Fredericksburg 310	401	6%
	Fredericksburg 312	293	5%
Grand Total		6305	100%

## 1) What train do you normally take in the evening?

1)		Total	
A	Fredericksburg 301	29	0%
B	Fredericksburg 303	717	11%
C	Fredericksburg 305	664	11%
D	Fredericksburg 307	693	11%
E	Fredericksburg 309	661	11%
F	Fredericksburg 311	312	5%
G	Fredericksburg 313	116	2%
H	Manassas 325	23	0%
I	Manassas 327	559	9%
J	Manassas 329	760	12%
K	Manassas 331	703	11%
L	Manassas 333	495	8%
M	Manassas 335	299	5%
N	Manassas 337	111	2%
O	Amtrak 125	9	0%
P	Amtrak 171	46	1%
Q	Amtrak 93	19	0%
R	Amtrak 85	22	0%
Grand Total		6238	100%

**2) Length of time riding VRE?**

2)		Total	
A	Less than a year	1085	18%
B	1-3 years	2005	33%
C	4-6 years	1190	19%
D	7-9 years	762	12%
E	10-12 years	528	9%
F	13-15 years	322	5%
G	16-19 years	142	2%
H	Since the beginning	110	2%
Grand Total		6144	100%

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

3)		Total	
A	Yes	2907	47%
B	No	140	2%
C	Same	2348	38%
D	No comment	850	14%
Grand Total		6245	100%

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

4)		Total	
A	On-time performance	1366	22%
B	Lack of seats	959	15%
C	Lack of parking	383	6%
D	Older equipment	158	3%
E	Cost	1535	24%
F	Communication	73	1%
G	Security	122	2%
H	Frequency of service	965	15%
I	Crews	46	1%
J	Other	137	2%
K	No concerns	526	8%
Grand Total		6270	100%

**5) What do you think should be VRE's top priority to address within the next year?**

5)		Total	
A	More seats on the trains	1445	24%
B	More parking at stations	508	8%
C	More frequent service	1870	31%
D	Reverse flow service	491	8%
E	Implementing SmarTrip capabilities	590	10%
F	Implementing WiFi	1183	19%
Grand Total		6087	100%

**6) At which VRE station do you normally board in the morning?**

6)		Total	
A	Broad Run	851	14%
B	Manassas	610	10%
C	Manassas Park	581	9%
D	Burke Centre	609	10%
E	Rolling Road	244	4%
F	Backlick Road	98	2%
G	Fredericksburg	1125	18%
H	Leeland Road	708	11%
I	Brooke	440	7%
J	Quantico	226	4%
K	Rippon	323	5%
L	Woodbridge	263	4%
M	Lorton	157	3%
N	Franconia/Springfield	13	0%
O	Alexandria	7	0%
Grand Total		6255	100%

**7) At which station do you normally detrain in the morning?**

7)		Total	
A	Union Station	1313	21%
B	L'Enfant	2526	40%
C	Crystal City	1157	18%
D	Alexandria	618	10%
E	Backlick Road	41	1%
F	Quantico	165	3%
G	Woodbridge	47	1%
H	Lorton	195	3%
I	Franconia/Springfield	175	3%
J	Rippon	18	0%
K	Other	6	0%
Grand Total		6261	100%

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

8)		Total	
A	Fewer than 5 miles	3287	53%
B	5-10 miles	1798	29%
C	11-15 miles	636	10%
D	16-20 miles	237	4%
E	21-25 miles	107	2%
F	More than 25 miles	193	3%
Grand Total		6258	100%

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

9)		Total	
A	Drove alone / Parked	5044	81%
B	Drove / Rode with others and parked	317	5%
C	Dropped off by car	502	8%
D	Metrobus	6	0%
E	Walked	275	4%
F	Bike	20	0%
G	OmniLink	9	0%
H	Fairfax Connector	3	0%
I	DASH	4	0%
J	FRED	67	1%
K	Other	7	0%
Grand Total		6254	100%

10) What is your home zip code?

Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total
12704	1	22311	1	23024	1	23093	2	20124	46
12866	1	22322	1	23047	1	23224	2	22152	48
15537	1	22354	1	23069	1	23227	2	22551	52
20003	1	22400	1	23071	1	20135	3	20181	59
20023	1	22413	1	23111	1	22125	3	22485	62
20101	1	22415	1	23117	1	22402	3	20187	67
20117	1	22425	1	23139	1	22404	3	22553	71
20130	1	22435	1	23185	1	22514	3	22030	72
20138	1	22436	1	23223	1	22552	3	20169	81
20148	1	22438	1	23226	1	22714	3	22039	83
20153	1	22443	1	23228	1	22724	3	22556	90
20156	1	22463	1	23230	1	22734	3	22079	99
20164	1	22465	1	23231	1	22742	3	20109	106
20165	1	22469	1	23233	1	22960	3	22193	109
20176	1	22471	1	23234	1	23114	3	22192	121
20180	1	22483	1	23235	1	23116	3	22406	159
20223	1	22487	1	23244	1	22304	4	20155	165
20224	1	22504	1	23250	1	22642	4	22032	200
20405	1	22512	1	23294	1	23002	4	20112	214
20408	1	22516	1	23435	1	23112	4	22408	232
20551	1	22520	1	23487	1	20106	5	22401	253
20814	1	22524	1	23805	1	20137	5	20136	303
21191	1	22535	1	23875	1	20151	5	22191	306
21921	1	22536	1	24441	1	22060	5	22015	341
22006	1	22545	1	24595	1	22309	5	22407	350
22012	1	22550	1	25512	1	22657	5	20110	367
22019	1	22557	1	27401	1	20152	6	20111	384
22029	1	22560	1	27522	1	22630	6	22554	412
22035	1	22567	1	27539	1	20115	7	22405	466
22036	1	22571	1	27613	1	22031	7		
22041	1	22586	1	31408	1	22534	8		
22045	1	22602	1	32554	1	22728	8		
22052	1	22610	1	20105	2	22315	9		
22066	1	22611	1	20126	2	22580	9		
22074	1	22620	1	20134	2	22312	10		
22077	1	22663	1	20139	2	22712	10		
22102	1	22664	1	20143	2	20119	15		
22105	1	22720	1	20182	2	22150	16		
22124	1	22731	1	22109	2	22033	17		
22143	1	22735	1	22195	2	22134	20		
22154	1	22740	1	22310	2	22701	20		
22155	1	22749	1	22314	2	22026	21		
22181	1	22785	1	22403	2	22025	26		
22185	1	22791	1	22427	2	20120	28		
22197	1	22805	1	22540	2	22151	30		
22199	1	22812	1	22559	2	20186	32		
22202	1	22854	1	22645	2	22546	33		
22206	1	22903	1	22709	2	22508	35		
22231	1	22907	1	22737	2	22003	40		
22239	1	22923	1	22948	2	22153	41		
22301	1	23005	1	23059	2	20121	42		
22307	1	23015	1	23060	2	22172	43		

**11) What is your work zip code?**

Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total
10005	1	20398	1	21509	1	22501	1	20065	2	22330	2	20020	5	22315	12
10234	1	20406	1	22005	1	22515	1	20080	2	25090	2	20032	5	20049	13
12005	1	20412	1	22006	1	22517	1	20111	2	25901	2	20110	5	22313	13
19406	1	20425	1	22016	1	22530	1	20112	2	30310	2	20217	5	20314	14
20014	1	20431	1	22029	1	22534	1	20120	2	20018	3	20422	5	20444	14
20022	1	20438	1	22031	1	22544	1	20140	2	20026	3	20503	5	20523	14
20033	1	20441	1	22032	1	22553	1	20151	2	20050	3	20740	5	20407	15
20034	1	20442	1	22040	1	22602	1	20159	2	20051	3	22054	5	20460	15
20035	1	20450	1	22043	1	22701	1	20215	2	20054	3	22205	5	22191	15
20038	1	20452	1	22047	1	22709	1	20221	2	20060	3	22206	5	20230	16
20043	1	20453	1	22051	1	22714	1	20235	2	20064	3	22215	5	20401	16
20044	1	20456	1	22066	1	22736	1	20240	2	20195	3	22303	5	22153	16
20045	1	20457	1	22076	1	23018	1	20253	2	20227	3	22305	5	22311	16
20046	1	20470	1	22080	1	23037	1	20300	2	20228	3	22510	5	20009	17
20053	1	20498	1	22091	1	23074	1	20308	2	20259	3	20012	6	20528	17
20055	1	20501	1	22093	1	23104	1	20373	2	20375	3	20025	6	20560	17
20056	1	20519	1	22101	1	23106	1	20390	2	20506	3	20222	6	22079	17
20057	1	20552	1	22105	1	23108	1	20421	2	20532	3	20405	6	20010	18
20068	1	20559	1	22110	1	23110	1	20423	2	20543	3	20520	6	20224	19
20076	1	20566	1	22120	1	23204	1	20427	2	20640	3	20755	6	20910	19
20101	1	20570	1	22123	1	23214	1	20429	2	20746	3	23002	6	20229	20
20109	1	20575	1	22132	1	23223	1	20458	2	20785	3	20008	7	20598	20
20130	1	20577	1	22135	1	23314	1	20463	2	20815	3	20016	7	22203	20
20132	1	20581	1	22139	1	23401	1	20505	2	20852	3	20019	7	20226	21
20135	1	20592	1	22143	1	23408	1	20508	2	21201	3	20021	7	20540	21
20136	1	20595	1	22159	1	23505	1	20522	2	22012	3	20220	7	20548	21
20142	1	20603	1	22163	1	23525	1	20525	2	22026	3	20319	7	20037	22
20145	1	20620	1	22179	1	23602	1	20539	2	22034	3	20416	7	20330	24
20146	1	20628	1	22182	1	23814	1	20550	2	22037	3	20507	7	20546	24
20152	1	20649	1	22200	1	24021	1	20551	2	22053	3	20565	7	22310	24
20171	1	20705	1	22210	1	24173	1	20555	2	22102	3	20594	7	20201	25
20185	1	20737	1	22211	1	25036	1	20571	2	22192	3	22041	7	20260	25
20190	1	20741	1	22219	1	25070	1	20597	2	22226	3	22050	7	20237	26
20204	1	20762	1	22221	1	25085	1	20706	2	22306	3	20340	8	20420	26
20205	1	20774	1	22222	1	25091	1	20742	2	22407	3	20408	8	22350	26
20209	1	20781	1	22250	1	25325	1	20782	2	22554	3	20417	8	20426	27
20211	1	20805	1	22252	1	25544	1	20857	2	20000	4	22302	8	20515	27
20214	1	20809	1	22307	1	25591	1	20892	2	20150	4	20007	9	22009	27
20225	1	20810	1	22308	1	25601	1	20912	2	20433	4	20223	9	20544	28
20231	1	20825	1	22309	1	27314	1	22008	2	20526	4	20447	9	20210	29
20232	1	20850	1	22316	1	27603	1	22015	2	20531	4	22002	9	20350	30
20233	1	20856	1	22317	1	30103	1	22020	2	20547	4	22022	9	20310	31
20254	1	20858	1	22318	1	30593	1	22021	2	20573	4	22030	9	22332	31
20258	1	20901	1	22319	1	33223	1	22023	2	20814	4	22151	9	20301	32
20274	1	20920	1	22320	1	37012	1	22033	2	20889	4	22312	9	20530	34
20305	1	20950	1	22333	1	43952	1	22035	2	22001	4	20318	10	20510	37
20320	1	20951	1	22334	1	50236	1	22049	2	22003	4	20374	10	20593	39
20326	1	20953	1	22341	1	90536	1	22058	2	22004	4	20436	10	20536	40
20353	1	20993	1	22356	1	90598	1	22107	2	22010	4	20554	10	20529	41
20356	1	21004	1	22404	1	20015	2	22130	2	22024	4	20580	10	20535	41
20362	1	21053	1	22405	1	20017	2	22152	2	22042	4	22304	10	22150	41
20365	1	21061	1	22408	1	20029	2	22180	2	22122	4	20013	11	20250	43
20380	1	21071	1	22410	1	20030	2	22214	2	22207	4	20219	12	20410	43
20385	1	21111	1	22413	1	20040	2	22230	2	22212	4	20376	12	20472	45
20391	1	21222	1	22448	1	20047	2	22232	2	22331	4	20534	12	22201	50
20393	1	21505	1	22476	1	20052	2	22240	2	22401	4	22301	12	20212	51

**12) Normal means of travel to your final destination after detraining?**

12)		Total	
A	Walk	3814	63%
B	Bike	30	0%
C	Taxi	21	0%
D	Metrorail	1276	21%
E	Car	478	8%
F	Metrobus	190	3%
G	ART bus	13	0%
H	MARC	22	0%
I	DASH	95	2%
J	Fairfax Connector	96	2%
K	DC Circulator	20	0%
Grand Total		6055	100%

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

13)		Total	
A	Daily	448	7%
B	Once a week	120	2%
C	2-3 times per week	261	4%
D	2-3 times per month	321	5%
E	Once a month or less	995	16%
F	Never	4103	66%
Grand Total		6248	100%

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

14)		Total	
A	Always use VRE	1914	31%
B	Drive alone	2451	39%
C	Carpool	254	4%
D	Vanpool	14	0%
E	Car and Metrorail	928	15%
F	Bus	42	1%
G	Car and Bus	43	1%
H	Bus and Metrorail	90	1%
I	Metrorail	203	3%
J	"Slug"	186	3%
K	Other	110	2%
Grand Total		6235	100%

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

15)		Total	
A	Drove alone	2561	41%
B	Carpool	427	7%
C	Vanpool	193	3%
D	Car and Metrorail	671	11%
E	Bus	176	3%
F	Car and Bus	94	2%
G	Bus and Metrorail	268	4%
H	Metrorail	328	5%
I	"Slug"	271	4%
J	I Have Always Used VRE	1133	18%
K	Other	104	2%
Grand Total		6226	100%

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

16)		Total	
A	Once a week	49	1%
B	Twice a week	121	2%
C	Three times a week	494	8%
D	Four times a week	1120	18%
E	Five times a week	4384	70%
F	Once or Twice a month	39	1%
G	A few times per year	28	0%
H	This is my first ride	17	0%
Grand Total		6252	100%

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

17)		Total	
A	More than 10 times per month	240	4%
B	8-10 times per month	101	2%
C	5-7 times per month	284	5%
D	2-4 times per month	1390	22%
E	Once a month or less	2368	38%
F	Never	1849	30%
Grand Total		6232	100%

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

18)		Total	
A	Yes, 1 day	1051	17%
B	Yes, 2 days	349	6%
C	Yes, more than 2 days	88	1%
D	No	4743	76%
Grand Total		6231	100%

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

19)		Total
A	Monday	492
B	Tuesday	324
C	Wednesday	200
D	Thursday	380
E	Friday	816

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

20)		Total	
A	4, 10-hour days	237	4%
B	9-hour days with 1 day off every two weeks	1277	21%
C	Other	679	11%
D	I do not have flex scheduling	3969	64%
Grand Total		6162	100%



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

21)		Total	
A	Single-Ride/Round-Trip	134	2%
B	Monthly	4571	73%
C	Five-Day Pass	188	3%
D	Ten-Trip	1263	20%
E	TLC (Joint VRE-Metro Fare Card)	101	2%
Grand Total		6257	100%

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

22)		Total	
A	Vendor	1383	22%
B	Station Ticket Vending Machine (TVM)	1783	29%
C	Internet from www.commuterdirect.com	3021	49%
Grand Total		6187	100%

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

23)		Total
A	SmartBenefit transit subsidy	4177
B	Non-SmartBenefit transit subsidy	361
C	Pre-tax payment for transit passes	824
D	Free/subsidized employee parking	451
E	Other commuting benefit	284

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

24)		Total	
A	Yes	4134	67%
B	No	2055	33%
Grand Total		6189	100%

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

25)		Total	
A	Don't want to wait for tickets through mail	286	15%
B	Don't receive transit benefits	700	37%
C	Sign up too confusing or not convenient	247	13%
D	Prefer other ticket purchase options	677	35%
Grand Total		1910	100%

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

26)		Total
A	I use the website	5097
B	I call VRE's office (703) 684-1001	221
C	I ask the conductor	309
D	I call the VRE 800 # (800-RIDE-VRE)	163
E	I check my email for Train Talk updates	983
F	I check my phone for Train Talk texts	552
G	I check VRE's Facebook page	61
H	I check VRE's Twitter feed	166

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

27)		Total	
A	I never miss an issue	2162	35%
B	Sometimes	3495	56%
C	Never	563	9%
Grand Total		6220	100%

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

28)	Total	%
1	1009	18%
2	192	3%
3	270	5%
4	250	4%
5	653	12%
6	555	10%
7	732	13%
8	932	17%
9	467	8%
10	571	10%
Grand Total	5631	100%

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

29)		Total	%			Total	%
A	WAMU FM/88.5	485	9%				
B	WBQB/101.5	232	4%	N	WASH FM/97.1	110	2%
C	WTOP FM/103.5	1758	31%	O	WFLS FM/93.3	209	4%
D	WJZW FM/105.9	117	2%	P	WJFK FM/106.7	133	2%
E	WMZQ FM/98.7	160	3%	Q	WMAL AM/630	181	3%
F	WTEM AM/980	38	1%	R	WPGC FM/95.5	96	2%
G	WGRX FM/104.5	60	1%	S	WWRC AM/570	2	0%
H	WTGB FM/94.7	70	1%	T	WBIG FM/100.3	122	2%
I	WETA FM/90.9	109	2%	U	WIHT FM/99.5	212	4%
J	WHUR FM/96.3	216	4%	V	WJYJ FM/90.5	44	1%
K	WKYS FM/93.9	65	1%	W	WMMJ FM/102.3	66	1%
L	WYSK FM/99.3	29	1%	X	WRQX FM/107.3	106	2%
M	WWDC FM/101.1	160	3%	Y	OTHER	890	16%
Grand Total				5670		100%	

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

30)		Total
A	Washington Post	2208
B	Fredericksburg Free-Lance Star	994
C	Wall Street Journal	340
D	USA Today	350
E	Washington Times	281
F	Potomac/Manassas Journal Messenger	92
G	New York Times	280
H	Other	1817

**31) Which social networking sites do you use (Please circle all that apply)**

31)		Total
A	Facebook	3497
B	MySpace	32
C	LinkedIn	1967
D	Twitter	810
E	Instagram	343
F	Reddit	96
G	Other	245

**32) Which type of smartphone would you PREFER to use?**

32)		Total	
A	Windows	130	2%
B	Blackberry	575	9%
C	iPhone	2528	41%
D	Android	1928	32%
E	None or N/A	939	15%
Grand Total		6100	100%

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

33)		Total
A	Traffic	3578
B	Old way of commuting became unattractive	883
C	Recommended by a friend	1002
D	Co-workers	487
E	Website	70
F	SmartBenefits	1161
G	New job	1841
H	New home	1343
I	Newspaper ad/Radio commercial	15
J	Guaranteed Ride Home	360
K	Joint service with Amtrak	180
L	Free bus connections	112
M	Friends on the train	119
N	I just love trains	302
O	Wanted to try the train, then liked it	747
P	Other	236

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

34)		Total	
A	Very Much	1664	27%
B	Somewhat	1854	30%
C	Indifferent	1128	18%
D	No	1542	25%
Grand Total		6188	100%

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

35)		Total	
A	Federal government	3925	63%
B	State government	51	1%
C	Local government	60	1%
D	Military agency or position	314	5%
E	Private Company	1415	23%
F	Association	190	3%
G	Self Employed	47	1%
H	Student	23	0%
I	Tourist	9	0%
J	Other	170	3%
Grand Total		6204	100%

## VRE Report Card

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

### Responsiveness of VRE Staff

G1	Grand Total	%
A	3197	54%
B	2050	35%
C	510	9%
D	85	1%
F	28	0%
N/A	253	
Grand Total*	5870	100%

### Usefulness of Rail Time

G5	Grand Total	%
A	2266	42%
B	2012	38%
C	846	16%
D	190	4%
F	38	1%
N/A	734	
Grand Total*	5352	100%

### Friendliness of VRE Staff

G2	Grand Total	%
A	3318	55%
B	2011	33%
C	577	10%
D	122	2%
F	44	1%
N/A	64	
Grand Total*	6072	100%

### Timeliness of E-Mail Responses

G6	Grand Total	%
A	807	25%
B	1183	37%
C	827	26%
D	275	9%
F	111	3%
N/A	2846	
Grand Total*	3203	100%

### VRE follow-Up to Delays or Problems

G3	Grand Total	%
A	1474	26%
B	2231	39%
C	1382	24%
D	485	9%
F	128	2%
N/A	390	
Grand Total*	5700	100%

### Quality of E-Mail Responses

G7	Grand Total	%
A	876	28%
B	1214	39%
C	742	24%
D	198	6%
F	102	3%
N/A	2897	
Grand Total*	3132	100%

### Lost and Found Department

G4	Grand Total	%
A	1154	40%
B	825	29%
C	524	18%
D	214	7%
F	137	5%
N/A	3231	
Grand Total*	2854	100%

### Quality of Website

G8	Grand Total	%
A	1597	28%
B	2716	47%
C	1199	21%
D	228	4%
F	33	1%
N/A	323	
Grand Total*	5773	100%

**Timeliness of Website Information**

G9	Grand Total	%
A	1400	26%
B	2377	44%
C	1300	24%
D	334	6%
F	47	1%
N/A	610	
Grand Total*	5458	100%

**Are Helpful**

G14	Grand Total	%
A	3443	58%
B	1876	32%
C	457	8%
D	86	1%
F	32	1%
N/A	107	
Grand Total*	5894	100%

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

G10	Grand Total	%
A	1031	24%
B	1861	44%
C	1054	25%
D	247	6%
F	64	2%
N/A	1797	
Grand Total*	4257	100%

**Are Courteous**

G15	Grand Total	%
A	3471	58%
B	1839	31%
C	488	8%
D	128	2%
F	36	1%
N/A	39	
Grand Total*	5962	100%

**Quality of Train Talk**

G11	Grand Total	%
A	1046	24%
B	2023	46%
C	1115	25%
D	201	5%
F	45	1%
N/A	1639	
Grand Total*	4430	100%

**Make Regular Station Announcements**

G16	Grand Total	%
A	3016	51%
B	1936	33%
C	776	13%
D	181	3%
F	31	1%
N/A	53	
Grand Total*	5940	100%

**Over All Communication with Passengers**

G12	Grand Total	%
A	1547	29%
B	2582	48%
C	1076	20%
D	186	3%
F	35	1%
N/A	140	
Grand Total*	5426	100%

**Make Timely Delay Announcements**

G17	Grand Total	%
A	2550	43%
B	2035	35%
C	899	15%
D	326	6%
F	73	1%
N/A	105	
Grand Total*	5883	100%

**TRAIN CREW MEMBERS:**

**Are Knowledgeable About VRE Operations**

G13	Grand Total	%
A	3154	57%
B	1927	35%
C	443	8%
D	41	1%
F	10	0%
N/A	378	
Grand Total*	5575	100%

**Check Tickets Regularly**

G18	Grand Total	%
A	2783	47%
B	2046	34%
C	838	14%
D	206	3%
F	94	2%
N/A	38	
Grand Total*	5967	100%

### Present A Professional Appearance

G19	Grand Total	%
A	3779	63%
B	1812	30%
C	336	6%
D	45	1%
F	12	0%
N/A	21	
Grand Total*	5984	100%

### Overall Crew Performance

G20	Grand Total	%
A	3221	54%
B	2183	36%
C	490	8%
D	67	1%
F	17	0%
N/A	18	
Grand Total*	5996	100%

### VRE OPERATIONS:

#### Convenience of Schedules

G21	Grand Total	%
A	1287	22%
B	2397	40%
C	1590	27%
D	597	10%
F	112	2%
N/A	14	
Grand Total*	5983	100%

#### On-Time Performance

G22	Grand Total	%
A	2535	42%
B	2825	47%
C	534	9%
D	91	2%
F	12	0%
N/A	14	
Grand Total*	5997	100%

#### Cleanliness of Trains

G23	Grand Total	%
A	3560	59%
B	2038	34%
C	367	6%
D	49	1%
F	7	0%
N/A	9	
Grand Total*	6021	100%

### Cleanliness of Stations

G24	Grand Total	%
A	2933	49%
B	2319	39%
C	622	10%
D	103	2%
F	18	0%
N/A	21	
Grand Total*	5995	100%

### Communication Between VRE Staff & Riders

G25	Grand Total	%
A	2200	38%
B	2500	43%
C	911	16%
D	183	3%
F	42	1%
N/A	148	
Grand Total*	5836	100%

### Automated Phone System (800 RIDE VRE)

G26	Grand Total	%
A	581	32%
B	729	40%
C	436	24%
D	76	4%
F	22	1%
N/A	4035	
Grand Total*	1844	100%

### Reliability of Ticket Vending Machines

G27	Grand Total	%
A	999	20%
B	1835	38%
C	1375	28%
D	551	11%
F	127	3%
N/A	1086	
Grand Total*	4887	100%

### Ease of Buying a Ticket

G28	Grand Total	%
A	2381	42%
B	2073	37%
C	904	16%
D	232	4%
F	74	1%
N/A	312	
Grand Total*	5664	100%

### Ease of Redeeming SmartBenefits

G29	Grand Total	%
A	1666	38%
B	1378	32%
C	746	17%
D	359	8%
F	191	4%
N/A	1585	
Grand Total*	4340	100%

### Station Parking Availability

G30	Grand Total	%
A	1950	34%
B	1813	32%
C	1056	18%
D	608	11%
F	293	5%
N/A	254	
Grand Total*	5720	100%

### Quality of Public Address System on Train

G31	Grand Total	%
A	1462	25%
B	2275	39%
C	1503	26%
D	476	8%
F	105	2%
N/A	150	
Grand Total*	5821	100%

### Quality of Public Address System on Platform

G32	Grand Total	%
A	1309	23%
B	2019	35%
C	1638	28%
D	632	11%
F	182	3%
N/A	189	
Grand Total*	5780	100%

### Timeliness of Platform Information

G33	Grand Total	%
A	1238	21%
B	2130	37%
C	1670	29%
D	638	11%
F	136	2%
N/A	129	
Grand Total*	5812	100%

### Personal Security at Station and on Train

G34	Grand Total	%
A	1773	32%
B	2393	43%
C	1156	21%
D	188	3%
F	54	1%
N/A	393	
Grand Total*	5564	100%

### Safety of Train Equipment

G35	Grand Total	%
A	2352	44%
B	2313	43%
C	632	12%
D	23	0%
F	11	0%
N/A	580	
Grand Total*	5331	100%

### Lighting at Morning Station

G36	Grand Total	%
A	2256	41%
B	2455	44%
C	719	13%
D	106	2%
F	20	0%
N/A	133	
Grand Total*	5556	100%

### Lighting at Evening Station

G37	Grand Total	%
A	2503	43%
B	2435	42%
C	732	13%
D	92	2%
F	21	0%
N/A	197	
Grand Total*	5783	100%

### Traffic Circulation at Station

G38	Grand Total	%
A	1256	22%
B	2057	36%
C	1511	26%
D	652	11%
F	255	4%
N/A	217	
Grand Total*	5731	100%



### Station Signage

G39	Grand Total	%
A	1882	33%
B	2460	43%
C	1198	21%
D	185	3%
F	36	1%
N/A	184	
Grand Total*	5761	100%

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

G40	Grand Total	%
A	1403	24%
B	2563	43%
C	1516	26%
D	349	6%
F	90	2%
N/A	47	
Grand Total*	5921	100%

### Overall Service Quality

G41	Grand Total	%
A	2187	37%
B	3055	51%
C	660	11%
D	54	1%
F	9	0%
N/A	18	
Grand Total*	5965	100%

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

**36) Your gender:**

36)		Total	%
A	Male	3773	63%
B	Female	2237	37%
Grand Total		6010	100%

**37) Your age:**

37)		Total	%
A	Under 18	9	0%
B	18-24	94	2%
C	25-34	851	14%
D	35-44	1358	23%
E	45-54	2036	34%
F	55-64	1370	23%
G	65+	275	5%
Grand Total		5993	100%

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

38)		Total	%
A	Under \$25,000	52	1%
B	\$25,000 - 49,999	169	3%
C	\$50,000 - 74,999	423	8%
D	\$75,000 - 99,999	818	15%
E	\$100,000 - 124,999	1116	20%
F	\$125,000 – 149,999	962	17%
G	\$150,000 - 174,999	780	14%
H	\$175,000+	1237	22%
Grand Total		5557	100%

**39) Do you:**

39)		Total	%
A	Own your home/ townhouse/ condo	4775	83%
B	Rent a home/ townhouse/ condo/ apartment/ room	961	17%
Grand Total		5736	100%

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

40)		Total	%
A	0 cars	19	0%
B	1 car	944	16%
C	2 cars	2912	50%
D	>2 cars	1920	33%
Grand Total		5795	100%

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

41)		Total	%
A	Caucasian	3799	68%
B	African American	879	16%
C	Asian/Pacific Islander	345	6%
D	Hispanic	250	4%
E	Native American	42	1%
F	Multi-ethnic	102	2%
G	Other	151	3%
Grand Total		5568	100%

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

42)		Total
A	Arabic	45
B	Mandarin/Cantonese	52
C	English	5446
D	French	213
E	German	200
F	Korean	48
G	Spanish	467
H	Other	389

**43) Marital Status:**

43)		Total	%
A	Married	4381	76%
B	Single	843	15%
C	Widowed/ Divorced	511	9%
Grand Total		5735	100%