



# Virginia Railway Express Annual Customer Survey



## 2016 Customer Opinion Survey Results

VRE's 2016 Customer Opinion Survey was conducted onboard all morning northbound trains on May 4, 2016. Below are the results from that survey. 6,071 riders responded out of the 9,584 morning passengers that day (63%).

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

Train	Responses	% of Total
Fredericksburg 301 (Departs Union Station at 12:55	37	0.6%
Fredericksburg 303 (Departs Union Station at 3:10	390	6.7%
Fredericksburg 305 (Departs Union Station at 3:25	379	6.5%
Fredericksburg 307 (Departs Union Station at 4:10	779	13.3%
Fredericksburg 309 (Departs Union Station at 4:40	593	10.1%
Fredericksburg 311 (Departs Union Station at 5:15	522	8.9%
Fredericksburg 313 (Departs Union Station at 6:00	227	3.9%
Fredericksburg 315 (Departs Union Station at 6:40	94	1.6%
Amtrak 95 (Departs Union Station 2:30	9	0.2%
Amtrak 125 (Departs Union Station at 3:55	38	0.6%
Amtrak 93 (Departs Union Station at 5:50	26	0.4%
Amtrak 85 (Departs Union Station at 7:05	1	0.0%
Manassas 325 (Departs Union Station at 1:15	22	0.4%
Manassas 327 (Departs Union Station at 3:45	519	8.9%
Manassas 329 (Departs Union Station at 4:25	748	12.8%
Manassas 331 (Departs Union Station at 5:05	675	11.5%
Manassas 333 (Departs Union Station at 5:30	465	7.9%
Manassas 335 (Departs Union Station at 6:10	256	4.4%
Manassas 337 (Departs Union Station at 6:50	75	1.3%
Amtrak 171 (Departs Union Station at 4:50	8	0.1%
	5863	100.0%

**2. What is your normal origin station?**

<b>Station</b>	<b>Responses</b>	<b>% of Total</b>
Spotsylvania	491	8.3%
Fredericksburg	648	11.0%
Leeland Road	655	11.1%
Brooke	371	6.3%
Quantico	178	3.0%
Rippon	311	5.3%
Woodbridge	264	4.5%
Lorton	160	2.7%
Franconia/Springfield	36	0.6%
Alexandria	12	0.2%
Broad Run	770	13.0%
Manassas	525	8.9%
Manassas Park	511	8.7%
Burke Centre	591	10.0%
Rolling Road	272	4.6%
Backlick Road	99	1.7%
Alexandria	10	0.2%
	5904	100.0%

**3. What is your normal destination station?**

<b>Station</b>	<b>Responses</b>	<b>% of Total</b>
Union Station	1333	22.6%
L'Enfant	2536	43.0%
Crystal City	1031	17.5%
Alexandria	468	7.9%
Quantico	170	2.9%
Woodbridge	43	0.7%
Lorton	174	2.9%
Franconia/Springfield	114	1.9%
Backlick Road	22	0.4%
Other	9	0.2%
	5900	100.0%

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

	<b>Responses</b>	<b>% of Total</b>
Drove alone / Parked	4900	82.7%
Drove / Rode with others and parked	277	4.7%
Dropped off by car	382	6.4%
Metrobus	3	0.1%
Walked	297	5.0%
Bike	19	0.3%
OmniLink	1	0.0%
Fairfax Connector	2	0.0%
DASH	1	0.0%
FRED	39	0.7%
Other	4	0.1%
	5925	100.0%

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

<b>Distance to Station</b>	<b>Responses</b>	<b>% of Total</b>
Fewer than 5 miles	3115	54.13%
5-10 miles	1629	28.31%
11-15 miles	547	9.50%
16-20 miles	199	3.46%
21-25 miles	93	1.62%
More than 25 miles	172	2.99%
	5755	100.0%

6. Normal means of travel to your final destination after detraining?

Mode of Travel to Destination	Responses	% of Total
Walk	3627	63.75%
Bike	37	0.65%
Taxi	10	0.18%
Metrorail	944	16.59%
Car	713	12.53%
Metrobus	177	3.11%
ART bus	46	0.81%
MARC	13	0.23%
DASH	45	0.79%
Fairfax Connector	62	1.09%
DC Circulator	15	0.26%
Unanswered	3627	63.75%
	5689	100.0%

7. What is your home zip code?

Zipcode	Total	Zipcode	Total	Zipcode	Total	Zipcode	Total
20001	1	22504	1	23320	1	22016	1
20009	1	22508	25	23407	1	22020	1
20112	180	22514	2	23455	1	22030	62
20153	1	22520	1	23803	1	22031	6
20172	1	22534	8	23805	1	22033	24
20406	1	22535	1	23831	3	22037	2
20743	1	22545	1	23832	2	22038	1
22021	1	22546	36	23836	2	22041	1
22025	34	22547	1	23875	1	22072	1
22026	41	22551	36	29212	1	22075	2
22029	2	22553	65	20011	1	22095	1
22032	204	22554	328	20100	2	22109	1
22039	72	22556	85	20106	3	22110	1
22060	4	22560	1	20108	1	22124	3
22079	94	22565	1	20109	102	22151	42
22125	5	22567	2	20110	324	22158	1
22130	1	22580	9	20111	352	22302	2
22134	11	22654	1	20113	1	22303	1
22150	17	22679	1	20115	9	22304	2
22152	60	22701	14	20117	3	22312	7
22153	41	22720	3	20118	1	22314	2
22172	39	22805	1	20119	17	22601	1
22191	266	22808	1	20120	28	22602	1
22192	107	22856	1	20121	41	22610	1
22193	97	22901	1	20124	47	22620	2
22195	2	22905	2	20127	1	22630	11
22202	1	22960	3	20128	1	22642	4

Zipcode	Total	Zipcode	Total	Zipcode	Total	Zipcode	Total
22221	1	22963	1	20134	1	22645	1
22301	6	23005	6	20136	263	22655	1
22305	2	23015	2	20137	6	22657	3
22309	3	23024	1	20139	3	22663	1
22310	14	23059	3	20144	1	22712	16
22315	21	23060	3	20147	2	22713	3
22356	1	23069	4	20151	11	22724	1
22374	1	23072	1	20152	5	22728	3
22401	221	23093	1	20155	148	22731	1
22403	2	23103	1	20169	74	22734	1
22404	1	23111	3	20171	5	22735	1
22405	455	23113	2	20176	1	22737	1
22406	153	23114	1	20181	47	22740	1
22407	332	23117	2	20185	1	22742	1
22408	268	23140	1	20186	20	22812	1
22427	3	23141	1	20187	57	22835	1
22428	1	23150	1	20198	3	22841	1
22430	1	23188	2	20220	1	22842	1
22435	1	23219	1	20309	1	22911	1
22443	1	23223	1	20710	2	22973	1
22448	1	23225	1	20712	2	27539	1
22461	1	23228	3	20736	1	29121	1
22466	1	23229	2	20737	1	30209	1
22467	1	23231	3	20748	1	43219	1
22468	1	23233	1	20781	1	98105	1
22471	1	23235	2	20782	1		
22485	66	23236	2	22003	38		
22487	1	23238	2	22014	1		
22501	1	23294	1	22015	321		

8. What is your work zip code?

Zipcode	Total	Zipcode	Total	Zipcode	Total	Zipcode	Total
		20431	2	22102	4	20035	3
10001	1	20436	15	22114	1	20043	1
20000	2	20442	1	22121	1	20044	1
20001	237	20460	11	22122	2	20057	1
20002	243	20463	2	22123	1	20058	1
20003	85	20470	1	22130	5	20061	1
20004	100	20472	45	22132	1	20064	1
20005	115	20478	1	22134	130	20068	1
20006	65	20484	1	22139	1	20073	1
20007	13	20493	2	22148	1	20077	1
20008	8	20503	4	22150	29	20080	2

Zipcode	Total	Zipcode	Total	Zipcode	Total	Zipcode	Total
20009	18	20507	8	22151	5	20090	1
20010	18	20510	32	22153	3	20109	1
20011	1	20515	40	22154	1	20110	4
20012	5	20520	6	22172	1	20112	1
20013	10	20523	10	22182	5	20120	1
20014	2	20528	5	22190	1	20124	1
20016	10	20529	34	22191	13	20130	1
20017	2	20530	29	22192	5	20140	2
20018	3	20531	7	22193	1	20150	1
20019	2	20534	15	22200	1	20153	1
20020	4	20535	53	22201	32	20165	1
20021	4	20536	36	22202	429	20190	1
20023	3	20538	1	22203	19	20195	1
20024	169	20539	1	22204	37	20207	1
20026	4	20540	29	22205	2	20215	1
20027	2	20543	5	22206	8	20222	7
20030	3	20544	30	22209	46	20227	3
20032	5	20546	24	22210	2	20234	1
20036	66	20547	5	22211	2	20259	1
20037	17	20548	18	22212	1	20265	1
20040	2	20549	70	22214	2	20273	1
20045	2	20551	1	22215	1	20322	1
20046	1	20554	12	22219	2	20329	1
20048	1	20557	1	22220	6	20335	1
20049	5	20559	2	22221	1	20354	1
20050	3	20560	20	22222	1	20413	1
20051	1	20565	4	22225	1	20421	1
20054	3	20566	1	22227	1	20433	1
20059	2	20570	2	22230	1	20439	2
20060	1	20571	3	22231	1	20443	1
20062	3	20573	3	22234	1	20447	1
20065	2	20577	3	22282	1	20453	1
20066	2	20580	11	22301	12	20501	1
20071	2	20581	4	22302	9	20502	1
20076	1	20585	75	22303	3	20506	1
20081	1	20586	1	22304	12	20519	2
20101	3	20590	39	22305	3	20525	2
20159	2	20591	117	22306	2	20526	3
20191	1	20593	22	22309	1	20532	3
20200	1	20594	7	22310	13	20537	1
20201	44	20598	19	22311	10	20542	1
20202	65	20602	1	22312	6	20550	2
20210	37	20705	1	22313	8	20563	1
20212	49	20706	5	22314	231	20575	1
20217	3	20736	1	22315	14	20579	1

Zipcode	Total	Zipcode	Total	Zipcode	Total	Zipcode	Total
20219	27	20740	1	22330	1	20597	4
20220	10	20741	1	22332	26	20605	1
20221	2	20742	3	22342	1	20640	1
20223	8	20746	4	22350	20	20643	1
20224	17	20755	5	22401	2	20663	1
20226	18	20762	1	22407	3	20704	1
20228	6	20774	1	22410	3	20750	1
20229	20	20785	2	22413	1	20804	1
20230	17	20802	1	22448	2	20815	1
20235	1	20814	3	22471	1	20850	2
20237	24	20852	3	22472	1	20901	1
20240	3	20853	1	22478	1	20950	1
20246	1	20868	1	22503	1	20951	1
20250	66	20885	1	22513	1	20958	1
20252	1	20889	2	22516	1	21090	1
20254	1	20892	4	22520	1	21202	1
20260	30	20903	1	22529	1	21480	1
20261	1	20910	19	22535	2	22004	2
20280	1	20952	1	22539	1	22006	1
20301	32	21201	4	22554	2	22007	1
20305	2	21211	1	22555	1	22010	1
20310	29	21304	1	22585	1	22011	1
20314	5	22001	7	22590	1	22029	2
20315	1	22002	4	22591	1	22037	1
20318	11	22003	6	22598	1	22044	1
20319	11	22012	4	22600	1	22046	2
20324	1	22015	2	22709	1	22048	1
20330	16	22018	1	23314	2	22054	2
20340	6	22020	6	23451	1	22056	1
20344	1	22021	4	23472	1	22090	1
20350	27	22022	7	23704	1	22136	1
20358	1	22023	1	24000	1	22207	1
20364	1	22024	4	24060	1	22226	3
20373	3	22025	1	24172	1	22316	1
20374	14	22026	4	24323	1	22341	1
20375	3	22028	1	25038	1	22515	1
20376	19	22030	10	25091	1	22534	1
20380	4	22031	3	25319	1	22546	1
20385	1	22032	1	25325	1	22901	1
20392	1	22033	1	26022	1	23144	1
20401	25	22036	3	27315	1	23330	1
20405	16	22040	3	29003	1	23642	1
20407	12	22041	11	30005	1	24022	1
20408	6	22042	1	30405	1	24056	1
20410	49	22050	2	40242	1	24426	1

Zipcode	Total	Zipcode	Total	Zipcode	Total	Zipcode	Total
20415	4	22058	1	89013	1	24703	1
20416	14	22059	1	90235	1	25020	1
20420	22	22060	132	90251	1	25590	1
20422	4	22079	15	10005	1	28334	1
20423	1	22080	1	10018	1	28565	1
20424	1	22082	1	20015	1	40549	1
20426	28	22085	2	20025	1	57401	1
20427	2	22101	2	20034	1		

**9. Length of time riding VRE?**

Length of time riding VRE	Responses	% of Total
Less than a year	992	16.9%
1 - 3 years	1566	26.7%
4 - 6 years	1205	20.6%
7 - 9 years	690	11.8%
10 - 15 years	855	14.6%
16 - 20 years	363	6.2%
20+ years	188	3.2%
	5859	100.0%

**10. How often do you normally ride VRE?**

Frequency of riding VRE	Responses	% of Total
Once a week	64	1.1%
Twice a week	171	2.9%
Three times a week	643	11.0%
Four times a week	1228	20.9%
Five times a week	3706	63.2%
Once or Twice a month	23	0.4%
A few times per year	22	0.4%
This is my first ride	8	0.1%
	5865	100.0%



**11. What type of ticket do you normally use?**

Type of Ticket	Responses	% of Total
Single-Ride/Day-Pass	183	3.1%
Monthly	4249	72.5%
Five-Day Pass	162	2.8%
Ten-Trip	1195	20.4%
TLC (Joint VRE-Metro Fare Car)	70	1.2%
	5859	100.0%

**12. Where do you normally purchase your tickets?**

Purchase Tickets from:	Responses	% of Total
VRE Mobile	892	15.4%
Station Ticket Vending Machine (TVM)	1366	23.5%
Internet from <a href="http://www.commuterdirect.com">www.commuterdirect.com</a>	2699	46.5%
Vendor Location	853	14.7%
	5810	100.0%

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

Frequency of riding Amtrak	Responses	% of Total
Once a week	95	1.7%
2-3 times per week	167	2.9%
2-3 times per month	292	5.1%
Once a month or less	1071	18.8%
Never	4082	71.5%
	6071	100.0%

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

<b>Travel when not riding VRE</b>	<b>Responses</b>	<b>% of Total</b>
Always use VRE	2003	35.5%
Hot Lanes	189	3.3%
Drive alone	2022	35.8%
Carpool/HOV	205	3.6%
Vanpool	14	0.2%
Car and Metrorail	718	12.7%
Bus Only	11	0.2%
Car and Bus	49	0.9%
Bus and Metrorail	95	1.7%
Metrorail Only	144	2.5%
"Slug"	85	1.5%
Other	115	2.0%
	5650	100.0%

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

<b>Unable to ride due to travel</b>	<b>Responses</b>	<b>% of Total</b>
Drove alone	2406	41.6%
Carpool	336	5.8%
Vanpool	175	3.0%
Car and Metrorail	574	9.9%
Bus	165	2.9%
Car and Bus	96	1.7%
Bus and Metrorail	232	4.0%
Metrorail	369	6.4%
"Slug"	211	3.6%
I Have Always Used VRE	1104	2.0%
Other	118	41.6%
	5786	100.0%

**16. For whom do you work?**

<b>Method of Commute before VRE</b>	<b>Responses</b>	<b>% of Total</b>
Military/Active duty	255	4.5%
Gov't (Local, St, Fe	3955	69.5%
Private Company	1096	19.2%
Association	203	3.6%
Self Employed	26	0.5%
Student	15	0.3%
Tourist	3	0.1%
Retired	5	0.1%
Other	136	2.4%
	5694	100.0%

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

<b>Telework Frequency</b>	<b>Responses</b>	<b>% of Total</b>
Yes, 1 day	1211	20.5%
Yes, 2 days	581	9.8%
Yes, more than 2 days	158	2.7%
No	3956	67.0%
	5906	100.0%

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

<b>Telework by Day</b>	<b>Responses</b>	<b>% of Total</b>
Monday	677	22.2%
Tuesday	482	15.8%
Wednesday	233	7.6%
Thursday	518	17.0%
Friday	1138	37.3%
	3048	100.0%

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

<b>Employer provided benefits</b>	<b>Responses</b>	<b>% of Total</b>
SmartBenefits transit subsidy	4113	69.0%
Non-SmartBenefits transit subsidy	338	5.7%
Pre-tax payment for transit passes	820	13.8%
Free/subsidized employee parking	448	7.5%
Other commuting benefit	240	4.0%
	5959	100.0%

**20. Are you registered with the SmartBenefits personalized account service to buy**

your VRE tickets through CommuterDirect or other vendors?

Registered Smart Benefits	Responses	% by Total
Yes	3753	64.1%
No	2105	35.9%
	5858	100.0%

21. If no, why not?

If No, Why?	Responses	% of Total
Don't want to wait for tickets through mail	261	13.7%
Don't receive transit benefits	619	32.5%
Sign up process too confusing or not convenient	249	13.1%
Prefer other ticket purchase options	775	40.7%
	1904	100.0%

22. When you need more detailed information about VRE, how do you go about getting it?

VRE Information	Responses	% of Total
VRE Website,Google,Others	1894	78.1%
VRE office	61	2.5%
Conductor	16	0.7%
VRE 800no	58	2.4%
Email	50	2.1%
SMS	36	1.5%
Facebook	13	0.5%
Twitter	34	1.4%
Radio	4	0.2%
Mobile Application	247	10.2%
Word of Mouth,Friends,Relatives	12	0.5%
	2425	100.0%

23. Do you read the VRE RIDE, the monthly on board magazine?

Read RIDE Magazine	Responses	% of Total
I read	2413	40.9%
Sometimes	2712	46.0%
Never	776	13.2%
	5901	100.0%

24. Which social networking sites do you use (Please circle all that apply)

Social Media	Responses	% of Total
Facebook	3617	45.2%
LinkedIn	2341	29.2%

Twitter	1017	12.7%
Instagram	797	10.0%
Other	236	2.9%
	8008	100.0%

25. Which types of smartphone( do you to use? (Please circle all that apply)

Smartphone	Responses	% of Total
Windows	291	4.6%
Blackberry	366	5.7%
iPhone	3390	53.1%
Android	2121	33.2%
None or N/A	207	3.2%
Other	14	0.2%
	6389	100.0%

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

Influenced to try VRE	Responses	% of Total
Traffic	3324	29.8%
Hated prior commute	1081	9.7%
Recommendation	1159	10.4%
Website	79	0.7%
SmartBenefits	1133	10.1%
New job	1863	16.7%
New home	1480	13.3%
Guaranteed Ride Home	370	3.3%
Joint service with Amtrak	192	1.7%
Free bus connections	81	0.7%
I just love trains	259	2.3%
Other	147	1.3%
	11168	100.0%

**27. Likely to recommend VRE to your friends or colleagues?**

Likely to recommend VRE to friend	Responses	% of Total
(Not Likely at All) 1	13	0.2%
2	6	0.1%
3	15	0.3%
4	18	0.3%
5	125	2.2%
6	132	2.3%
7	344	5.9%
8	771	13.3%
9	944	16.3%
10 (Very likely)	3416	59.1%
	5784	100.0%

**28. Has VRE service improved over the last year?**

Has Service Improved?	Responses	% of Total
Yes, improved.	1289	24.0%
No, service declined.	377	7.0%
Service is the same as last year	2811	52.3%
No comment	902	16.8%
	5379	100.0%

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

Number One Concern	Responses	% of Total
On-time performance	1718	30.4%
Lack of seats	350	6.2%
Lack of parking	171	3.0%
Cost	1149	20.3%
Communication	132	2.3%
Safety/Security	204	3.6%
Frequency of service	1053	18.6%
Other	188	3.3%
Don't have concerns	686	12.1%
	5651	100.0%

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

<b>Law Enforcement onboard, feeling of safety</b>	<b>Responses</b>	<b>% of Total</b>
Very Much	1559	27.32%
Somewhat	1742	30.52%
Indifferent	1062	18.61%
No	1344	23.55%
	5707	100.0%

**VRE Report Card:**

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

<b>Customer Service:</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>F</b>	<b>N/A</b>
Responsiveness Of VRE Staff	57 %	33 %	8%	2%	1 %	355
Friendliness Of VRE Staff	57 %	32 %	9%	2%	1 %	102
VRE Follow-Up To Delays Or Problems	27 %	36 %	24 %	10 %	3 %	312
Lost And Found Department	41 %	27 %	17 %	8%	7 %	321 6
Usefulness of Rail Time (Train Tracking System)	32 %	39 %	21 %	7%	1 %	753
Timeliness Of E-Mail Responses	29 %	35 %	23 %	8%	4 %	263 7
Quality Of E-Mail Responses	31 %	36 %	23 %	6%	3 %	269 0
Timeliness Of Social Media Responses	28 %	36 %	24 %	8%	3 %	354 7
Quality of Social Email Responses	30 %	39 %	24 %	5%	2 %	361 6
Quality of information in RIDE Magazine	25 %	44 %	26 %	4%	1 %	935
Quality Of Website	27 %	46 %	21 %	5%	1 %	363
Timeliness Of Website Information	25 %	42 %	24 %	7%	1 %	629
Timeliness Of Train Talk (E-Mail News Service)	28 %	41 %	24 %	7%	1 %	184 6
Quality Of Train Talk	28 %	43 %	23 %	5%	1 %	176 1
Overall Communication With Passengers	27 %	47 %	21 %	4%	1 %	226

### Train Crew Members

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

<b>Train Crew Members:</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>F</b>	<b>N/A</b>
Are Knowledgeable About VRE Operations	61%	32%	6%	1%	0%	419
Are Helpful	63%	29%	7%	1%	0%	95
Are Courteous	62%	28%	8%	1%	1%	36
Make Regular Station Announcements	56%	30%	11%	3%	1%	51
Make Timely Delay Announcements	47%	31%	15%	5%	2%	67
Check Tickets Regularly	52%	32%	11%	3%	1%	34
Present A Professional Appearance	68%	26%	5%	1%	0%	16
Overall Crew Performance	59%	33%	6%	1%	0%	16

### VRE Operations:

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

<b>VRE Operations:</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>F</b>	<b>N/A</b>
Convenience Of Schedules	25%	39%	24%	10%	2%	11
On-Time Performance	31%	47%	15%	5%	1%	14
Cleanliness Of Trains	64%	31%	4%	1%	0%	9
Cleanliness Of Stations	53%	35%	9%	2%	0%	29
Communications Between VRE Staff and Riders	38%	42%	15%	3%	1%	121
Automated Phone System (684-0400/ 800 RIDE VRE)	36%	36%	20%	5%	2%	3905
Reliability Of Ticket Vending Machines	25%	39%	24%	9%	3%	1316
Ease Of Buying A Ticket	47%	35%	13%	3%	1%	325
Ease Of Redeeming SmartBenefits	46%	32%	14%	6%	3%	1398
Station Parking Availability	46%	32%	14%	6%	2%	239
Quality of Public Address System On Train	29%	39%	24%	7%	2%	158
Quality of Public Address System On Platform	28%	37%	24%	9%	2%	153
Timeliness of Platform Information	24%	37%	27%	10%	2%	104
Personal Security At Station And On Train	36%	41%	19%	3%	1%	372
Safety Of Train Equipment	43%	37%	9%	1%	0%	530
Lighting at Morning Station	50%	38%	10%	1%	0%	96
Lighting at Evening Station	50%	39%	10%	2%	0%	171
Traffic Circulation at Station	27%	36%	25%	9%	3%	220
Station Signage	39%	40%	17%	2%	1%	150
Level Of Fare For Quality And Value Of Service	28%	44%	23%	5%	1%	60
Overall Service Quality	41%	48%	9%	1%	0%	14



**31. Your gender:**

Gender	Responses	% of Total
Male	3433	56.5%
Female	2176	35.8%
Unanswered	462	7.6%
	5186	100.0%

**32. Your year of birth:**

Year	Qty	% of Total	Year	Qty	% of Total	Year	Qty	% of Total	Year	Qty	% of Total
			1948	37	0.77%	1965	168	0.02%	1982	86	0.02%
1900	1	0.02%	1949	41	0.86%	1966	153	0.02%	1983	73	0.02%
1919	1	0.02%	1950	63	1.32%	1967	132	0.02%	1984	64	0.02%
1920	1	0.02%	1951	59	1.23%	1968	152	0.02%	1985	54	0.02%
1923	1	0.02%	1952	69	1.44%	1969	130	0.02%	1986	55	0.02%
1932	2	0.04%	1953	85	1.78%	1970	161	0.04%	1987	46	0.04%
1936	2	0.04%	1954	102	2.13%	1971	121	0.04%	1988	34	0.04%
1937	2	0.04%	<b>1955</b>	107	2.24%	1972	106	0.04%	1989	37	0.04%
1938	3	0.06%	1956	149	3.12%	1973	111	0.06%	1990	29	0.06%
1939	2	0.04%	1957	147	3.08%	1974	117	0.04%	1991	19	0.04%
1940	1	0.02%	1958	150	3.14%	1975	99	0.02%	1992	28	0.02%
1941	4	0.08%	1959	151	3.16%	1976	105	0.08%	1993	14	0.08%
1943	13	0.27%	1960	214	4.48%	1977	90	0.27%	1994	5	0.27%
1944	10	0.21%	1961	188	3.93%	1978	97	0.21%	1995	2	0.21%
1945	9	0.19%	1962	169	3.54%	1979	94	0.19%	1996	2	0.19%
1946	37	0.77%	1963	190	3.98%	1980	109	0.77%	1997	2	0.77%
1947	30	0.63%	1964	162	3.39%	1981	79	0.63%	2002	1	0.63%

**33. Which best represents your annual household income?**

Household Income	Responses	% of Total
Under \$25,000	35	0.7%
\$25,000 - 49,999	148	2.9%
\$50,000 - 74,999	338	6.5%
\$75,000 - 99,999	638	12.3%
\$100,000 - 1,24,999	1034	19.9%
\$125,000 – 149,999	930	17.9%
\$150,000 - 174,999	757	14.6%
\$175,000+	1306	25.2%
	5186	100.0%

34. Do you:

Own or Rent	Responses	% of Total
Own	4613	84.5%
Rent	844	15.5%
	5457	100.0%

35. In your household, there are:

# Cars in household	Responses	% of Total
0 cars	20	0.4%
1 car	922	16.7%
2 cars	2787	50.5%
>2 cars	1794	32.5%
	5523	100.0%

36. Your Ethnic origin/Race:

Ethnic Origin / Race	Responses	% of Total
Caucasian	3374	64.7%
African American	902	17.3%
Asian/Pacific Islander	360	6.9%
Hispanic	284	5.5%
Native American	35	0.7%
Multi-ethnic	108	2.1%
Other	148	2.8%
	5211	100.0%

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

Language other than English at Home	Responses	% of Total
Yes	745	14.23%
No	4489	85.77%
	5234	100.0%

**38. How well do you speak English?**

<b>English Fluency</b>	<b>Responses</b>	<b>% of Total</b>
Very Well	5171	95.6%
Well	215	4.0%
Not Well	15	0.3%
Not at all	6	0.1%
	5407	100.0%

**39. Marital Status:**

<b>Marital Status</b>	<b>Responses</b>	<b>% of Total</b>
Married	4148	76.5%
Single	768	14.2%
Widowed/ Divorced	503	9.3%
	5419	100.0%