



**Virginia Railway Express  
Annual Customer Survey**

2017 Customer Opinion Survey Results

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

Train	Responses	% of Total
Manassas 325 (Departs Union Station at 1:15p)	22	0.4%
Manassas 327 (Departs Union Station at 3:45p)	597	10.6%
Manassas 329 (Departs Union Station at 4:25p)	748	13.3%
Manassas 331 (Departs Union Station at 5:05p)	645	11.5%
Manassas 333 (Departs Union Station at 5:30p)	437	7.8%
Manassas 335 (Departs Union Station at 6:10p)	226	4.0%
Manassas 337 (Departs Union Station at 6:50p)	74	1.3%
Amtrak 171 (Departs Union Station at 4:50p)	11	0.2%
Fredericksburg 301 (Departs Union Station at 12:55p)	35	0.6%
Fredericksburg 303 (Departs Union Station at 3:03p)	395	7.0%
Fredericksburg 305 (Departs Union Station at 3:25p)	334	5.9%
Fredericksburg 307 (Departs Union Station at 4:10p)	695	12.3%
Fredericksburg 309 (Departs Union Station at 4:40p)	550	9.8%
Fredericksburg 311 (Departs Union Station at 5:15p)	465	8.3%
Fredericksburg 313 (Departs Union Station at 6:00p)	241	4.3%
Fredericksburg 315 (Departs Union Station at 6:40p)	95	1.7%
Amtrak 95 (Departs Union Station at 2:30p)	6	0.1%
Amtrak 125 (Departs Union Station at 3:55p)	37	0.7%
Amtrak 93 (Departs Union Station at 5:50p)	13	0.2%
Amtrak 85 (Departs Union Station at 7:05p)	3	0.1%
<b>Grand Total</b>	<b>5629</b>	

## 2. What is your normal origin station?

Station	Responses	% of Total
Broad Run	741	13.1%
Manassas	517	9.1%
Manassas Park	539	9.5%
Burke Centre	584	10.3%
Rolling Road	286	5.0%
Backlick Road	96	1.7%
Alexandria (M)	7	0.1%
Spotsylvania	481	8.5%
Fredericksburg	605	10.7%
Leeland Road	582	10.3%
Brooke	314	5.5%
Quantico	145	2.6%
Rippon	291	5.1%
Woodbridge	242	4.3%
Lorton	170	3.0%
Franconia/Springfield	50	0.9%
Alexandria (F)	16	0.3%
<b>Grand Total</b>	<b>5666</b>	

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

Station	Responses	% of Total
Union Station	1238	21.8%
L'Enfant	2601	45.9%
Crystal City	975	17.2%
Alexandria	414	7.3%
Backlick Road	19	0.3%
Quantico	149	2.6%
Woodbridge	34	0.6%
Lorton	141	2.5%
Franconia/Springfield	98	1.7%
<b>Grand Total</b>	<b>5669</b>	

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

	Responses	% of Total
Drove alone / Parked	4765	84.0%
Drove / Rode with others and parked	250	4.4%
Dropped off by car	320	5.6%
Walked	263	4.6%
Bike	29	0.5%
Bus	40	0.7%
Other	8	0.1%
<b>Grand Total</b>	<b>5675</b>	

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

Travel Distance	Responses	% of Total
Fewer than 5 miles	3071	54.2%
5 - 10 miles	1611	28.4%
11 - 15 miles	528	9.3%
16 - 20 miles	188	3.3%
21 - 25 miles	100	1.8%
More than 25 miles	168	3.0%
<b>Grand Total</b>	<b>5666</b>	

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

Mode of Travel to Destination	Responses	% of Total
Walk	3550	62.9%
Bike	50	0.9%
Taxi	7	0.1%
Metrorail	963	17.1%
Car	589	10.4%
MARC	21	0.4%
Bus	468	8.3%
<b>Grand Total</b>	<b>5648</b>	

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

Length of Ridership	Responses	% of Total
Less than a year	907	15.9%
1 - 3 years	1585	27.8%
4 - 6 years	1095	19.2%
7 - 9 years	706	12.4%
10 - 15 years	872	15.3%
16 - 20 years	312	5.5%
20 + years	222	3.9%
<b>Grand Total</b>	<b>5699</b>	

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

Days per Week	Responses	% of Total
1	70	1.2%
2	172	3.0%
3	727	12.8%
4	1333	23.4%
5	3328	58.5%
less than weekly	59	1.0%
<b>Grand Total</b>	<b>5689</b>	

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

Ticket Type	Responses	% of Total
Single-Ride / Day Pass	181	3.2%
Monthly	4106	72.2%
Five-Day Pass	128	2.2%
Ten-Trip	1226	21.5%
TLC	49	0.9%
<b>Grand Total</b>	<b>5690</b>	

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

Ticket Purchase	Responses	% of Total
VRE Mobile	1259	22.3%
Station Ticket Vending Machine (TVM)	1134	20.1%
Internet from www.commuterdirect.com	2542	45.0%
Vendor Location	712	12.6%
<b>Grand Total</b>	<b>5647</b>	

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

Always use VRE	Hot Lanes	Drive alone	Carpool / HOV	Vanpool	Car and Metrorail
2145	201	2083	276	14	807
Bus Only	Car and Bus	Bus and Metrorail	Metrorail Only	"Slug"	Other
23	53	130	186	155	295

**14. Before you began using VRE, what was your usual means on commuting? (Circle all that apply)**

Drove alone	Carpool	Vanpool	Car and Metrorail	Bus	Car and Bus
2393	398	211	738	254	132
Bus and Metrorail	Metrorail	"Slug"	Always used VRE	Other	
323	478	325	1030	139	

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

Rider Employment	Responses	% of Total
Military / Active duty	203	3.6%
Federal Government	3954	69.6%
Private Company / Self Employed	853	15.0%
Not for Profit Organization	395	7.0%
Local or State Government	103	1.8%
Other	170	3.0%
<b>Grand Total</b>	<b>5678</b>	

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

Days per Week	Responses	% of Total
1	1107	19.5%
2	620	10.9%
3	115	2.0%
4	53	0.9%
5	21	0.4%
never	1935	34.1%
seldom	1825	32.2%
<b>Grand Total</b>	<b>5676</b>	

**17. Does your employer provide the following? (Circle all that apply)**

Subsidized transit subsidy	Pre-tax payment for transit passes	Free/subsidized employee parking	Other commuting incentive
4060	946	541	200

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

Traffic	Recommendation	Website	Subsidized transportation benefit	New job	New home
3434	1206	57	1326	1883	1378

  

Guaranteed Ride Home	Joint service with Amtrak	Free bus connections	SafeTrack	I just love trains	Other
338	161	76	195	353	320

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

Impact of Undercover Law Enforcement	Responses	% of Total
Very Much	1487	27.0%
Somewhat	1781	32.3%
Indifferent	1029	18.7%
No	1219	22.1%
<b>Grand Total</b>	<b>5516</b>	

**20. Your gender:**

Gender	Responses	% of Total
Male	3371	62%
Female	2097	38%
<b>Grand Total</b>	<b>5468</b>	

## 21. Your year of birth:

Year of Birth	Responses	% of Total	Year of Birth	Responses	% of Total
1900	1		1960	200	4%
1902	2		1961	206	4%
1913	1		1962	170	4%
1919	1		1963	185	4%
1920	2		1964	180	4%
1921	2		1965	172	4%
1924	1		1966	153	3%
1925	2		1967	148	3%
1927	1		1968	136	3%
1928	1		1969	139	3%
1929	1		1970	145	3%
1930	1		1971	136	3%
1932	3		1972	104	2%
1935	1		1973	127	3%
1936	2		1974	119	2%
1937	1		1975	86	2%
1938	4		1976	104	2%
1939	2		1977	86	2%
1940	3		1978	75	
1941	4		1979	104	2%
1942	12		1980	111	2%
1943	8		1981	89	2%
1944	11		1982	91	2%
1945	12		1983	86	2%
1946	23		1984	70	
1947	29		1985	70	
1948	25		1986	58	
1949	35		1987	52	
1950	48		1988	38	
1951	64		1989	33	
1952	63		1990	33	
1953	87	2%	1991	25	
1954	110	2%	1992	28	
1955	100	2%	1993	22	
1956	127	3%	1994	22	
1957	141	3%	1995	3	
1958	148	3%	1996	4	



1959	152	3%	1997	2
1998	2			
1999	1			
2003	1			
2004	1			
2017	1			
<b>Grand Total</b>	<b>4849</b>			

## 22. Which best represents your annual household income?

Annual Income	Responses	% of Total
Under \$25,000	18	0%
\$25,000 - 49,000	110	2%
\$50,000 - 74,999	348	7%
\$75,000 - 99,999	584	12%
\$100,000 - 124,999	880	17%
\$125,000 - 149,999	954	19%
\$150,000 - 174,999	794	16%
\$175,000 +	1346	27%
<b>Grand Total</b>	<b>5034</b>	

## 23. Do you:

	Responses	% of Total
Own	4458	85%
Rent	789	15%
<b>Grand Total</b>	<b>5247</b>	

## 24. In your household, there are:

Cars per Household	Responses	% of Total
0 cars	20	0%
1 car	902	17%
2 cars	2661	50%
> 2 cars	1785	33%
<b>Grand Total</b>	<b>5368</b>	

### 25. Your Ethnic origin/Race:

<b>Ethnic Origin</b>	<b>Responses</b>	<b>% of Total</b>
Caucasian	3334	65%
African American	878	17%
Asian/Pacific		
Islander	331	6%
Hispanic	252	5%
Native American	27	1%
Multi-ethnic	169	3%
Other	163	3%
<b>Grand Total</b>	<b>5154</b>	

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

	<b>Responses</b>	<b>% of Total</b>
Yes	743	86%
No	4422	14%
<b>Grand Total</b>	<b>5165</b>	

### 27. How well do you speak English?

	<b>Responses</b>	<b>% of Total</b>
Very Well	5059	96%
Well	203	4%
Not Well	6	0%
Not At All	4	0%
<b>Grand Total</b>	<b>5272</b>	

### 28. Marital Status:

<b>Marital Status</b>	<b>Responses</b>	<b>% of Total</b>
Married	4050	77%
Single	745	14%
Widowed/Divorced	450	9%
<b>Grand Total</b>	<b>5245</b>	

## 7. What is your home zip code?

Home Zip Code	Response Count	% of Total	Home Zip Code	Response Count	% of Total
13113	1		20135	1	
20002	2		20136	262	4.7%
20003	1		20137	7	
20015	1		20142	1	
20051	1		20143	2	
20105	2		20150	1	
20106	5		20151	9	
20108	1		20152	7	
20109	97		20155	144	2.6%
20110	321	5.8%	20164	1	
20111	374	6.7%	20169	69	
20112	180	3.2%	20171	3	
20113	1		20176	1	
20115	4		20181	48	
20116	3		20182	2	
20119	19		20186	16	
20120	25		20187	52	
20121	43		20191	1	
20124	44		20198	4	
20127	1		20560	1	
20128	1		20817	1	
20134	2		20871	1	
20881	1		22192	104	1.9%
21111	1		22192-6231	1	
22002	1		22193	90	
22003	35		22193-3141	1	
22009	1		22195	2	
22015	337	6.1%	22202	2	
22024	1		22253	1	
22025	31		22301	5	
22026	42		22302	2	
22029	3		22303	1	
22030	72		22304	5	
22031	8		22307	1	
22032	185	3.3%	22309	3	
22033	23		22310	11	
22039	70		22312	12	
22041	3		22313	1	
22042	2		22314	8	
22045	1		22315	21	
22046	2		22401	185	3.3%
22051	2		22401-6620	1	
22053	1		22402	3	

Home Zip Code	Response Count	% of Total	Home Zip Code	Response Count	% of Total
22060	3		22403	2	
22075	1		22404	2	
22079	108	1.9%	22405	411	7.4%
22101	1		22405-2030	1	
22112	2		22406	153	2.7%
22124	1		22407	321	5.8%
22125	6		22408	243	4.4%
22134	2		22427	5	
22141	1		22438	1	
22143	1		22443	2	
22150	19		22455	2	
22151	48		22456	2	
22152	73		22463	1	
22153	55		22479	1	
22154	1		22480	1	
22171	2		22485	78	
22172	32		22488	2	
22180	1		22503	1	
22190	1		22551	44	
22191	241	4.3%	22553	54	
22504	1		22554	279	5.0%
22506	1		22555	2	
22508	26		22556	69	
22512	1		22556-6433	1	
22514	3		22557	1	
22520	1		22559	1	
22534	6		22560	2	
22535	1		22567	2	
22536	1		22713	1	
22542	1		22714	1	
22546	30		22720	2	
22580	7		22724	5	
22601	2		22726	1	
22602	1		22728	2	
22610	1		22734	1	
22623	1		22737	1	
22625	1		22742	4	
22626	1		22747	1	
22630	10		22802	1	

Home Zip Code	Response Count	% of Total	Home Zip Code	Response Count	% of Total
22642	3		22805	1	
22645	1		22807	1	
22657	1		22808	1	
22701	16		22834	1	
22707	1		23060	2	
22712	10		23061	1	
22854	1		23069	2	
22901	3		23084	1	
22905	1		23093	1	
22907	1		23111	2	
22908	1		23112	1	
22925	1		23113	1	
22960	2		23116	4	
22966	1		23117	2	
22968	1		23126	1	
22985	1		23141	1	
22993	1		23150	2	
23005	6		23175	1	
23015	6		23188	1	
23024	3		23221	1	
23059	4		23223	2	
23803	2		23226	1	
23832	1		23229	1	
23875	1		23231	2	
25187	1		23233	2	
26852	1		23234	2	
27172	1		23236	2	
27405	1		23238	2	
27408	1		23294	1	
44321	1		23452	1	
60556	1		23455	1	
76087	1		23601	1	
85204	1		23604	1	
<b>Grand Total</b>	<b>5569</b>				

## 8. What is your work zip code?

Work Zip Codes	Response Count	% of Total	Work Zip Codes	Response Count	% of Total
00195	1		20035	3	
00250	1		20036	63	
02520	1		20037	16	
10071	1		20040	2	
10098	1		20041	1	
10585	1		20042	3	
20000	1		20043	1	
20001	230	4.9%	20044	4	
20002	252	5.4%	20046	1	
20002-4657	1		20049	5	
20003	88		20050	8	
20004	101	2.2%	20052	1	
20005	128	2.7%	20053	1	
20006	72		20054	2	
20007	10		20057	2	
20008	15		20059	2	
20009	16		20060	4	
20010	12		20062	1	
20011	2		20064	2	
20012	1		20065	3	
20013	9		20068	1	
20014	1		20080	3	
20015	2		20084	1	
20016	7		20085	1	
20017	1		20091	1	
20018	3		20101	3	
20019	2		20102	1	
20020	6		20109	2	
20020-2800	1		20110	4	
20021	2		20111	2	
20022	1		20115	1	
20023	1		20125	1	
20024	222	4.7%	20134	1	
20025	4		20139	1	
20026	2		20140	1	
20029	2		20147	1	
20030	2		20150	2	
20032	11		20151	2	
20034	2		20166	1	

20201	58	20175	1
20202	59	20190	2
20210	34	20192	1
20211	1	20200	1
20212	47	20314	11
20212-0001	1	20315	1
20215	1	20318	9
20216	1	20319	10
20217	4	20320	1
20218	1	20323	1
20219	22	20330	20
20220	14	20340	1
20221	1	20346	1
20222	9	20347	1
20223	8	20350	26
20224	18	20356	1
20226	21	20362	1
20227	1	20370	1
20228	5	20373	3
20229	29	20374	15
		20374-	
20230	18	5072	1
20234	1	20375	3
20235	2	20376	19
		20376-	
20237	23	1210	1
20240	6	20380	1
20242	1	20390	1
20243	1	20394	1
20246	1	20395	1
20250	70	20401	14
		20401-	
20250-3630	1	0001	1
20254	2	20402	1
20256	1	20405	11
20257	1	20407	11
20259	1	20408	5
20260	29	20409	1
20266	1	20410	52
20270	1	20415	8
20273	1	20416	9
20300	1	20420	21
20301	39	20422	4
20310	24	20423	2

20310-1500	1		20424	1
20311	1		20426	26
20460	11		20427	2
20463	4		20433	4
20472	51		20435	2
20500	2		20436	12
20501	1		20439	2
20503	2		20442	1
20505	1		20455	3
20506	3		20458	1
20507	4		20540	25
20508	1		20541	1
20509	1		20542	3
20510	29		20543	8
20512	1		20544	30
20515	38		20546	23
20517	1		20547	6
20520	4		20548	18
20522	1		20549	72
20523	10		20551	1
20525	3		20554	10
20526	1		20559	2
20527	1		20560	14
20528	8		20565	7
20529	28		20570	1
20530	30		20571	1
20531	6		20572	1
20534	13		20573	2
20535	60		20577	3
20536	41		20578	1
20539	1		20579	1
20591	103	2.2%	20580	8
20592	1		20581	6
20593	29		20582	1
20594	4		20585	87
20596	1		20590	74
20597	3		20706	2
20598	20		20740	1
20624	1		20742	1
20632	1		20746	4
20645	1		20747	1
20665	1		20755	1
20705	2		20765	1



20817	1	22029	2	
20835	1	22030	8	
		22030-		
20850	1	4444	1	
20852	3	22031	4	
20855	1	22032	1	
20878	1	22033	1	
20889	3	22034	1	
20890	1	22039	1	
20892	2	22040	3	
20901	1	22041	6	
20905	2	22042	1	
20910	16	22044	1	
20950	2	22046	2	
20951	1	22048	1	
20953	1	22049	1	
20957	1	22050	4	
21013	1	22053	2	
21201	1	22054	2	
21213	1	22059	2	
21223	1	22060	102	2.2%
		22060-		
21287	1	5246	1	
21505	1	22068	1	
21911	1	22070	1	
21985	1	22079	15	
22000	1	22080	1	
22001	2	22101	1	
22002	9	22102	6	
22003	4	22105	1	
22004	2	22110	1	
22005	1	22122	1	
22006	1	22123	1	
22010	2	22124	2	
22014	1	22132	1	
22015	1	22134	119	2.5%
22019	1	22135	1	
22020	2	22139	1	
22021	1	22141	1	
22022	2	22143	1	
22024	5	22150	21	
22025	2	22151	5	
22026	1	22152	1	

22028	1		22153	5	
22180	1		22309	2	
22181	1		22310	10	
22182	3		22311	12	
22190	1		22312	4	
22191	10		22313	13	
22192	1		22314	229	4.9%
22193	3		22315	10	
22200	1		22319	3	
22201	31		22320	1	
22202	430	9.2%	22323	1	
22203	16		22332	4	
22204	43		22334	1	
22205	4		22335	1	
22206	6		22341	1	
22207	5		22345	1	
22208	2		22350	24	
22209	44		22376	1	
22210	1		22401	6	
22211	4		22405	1	
22212	2		22407	1	
22213	1		22413	1	
22214	2		22431	2	
22215	1		22434	1	
22219	1		22448	2	
22221	1		22463	1	
22226	3		22471	1	
22227	1		22485	1	
22230	2		22503	1	
22232	1		22509	2	
22242	1		22514	1	
22243	1		22515	1	
22252	1		22520	1	
22253	1		22530	1	
22262	3		22540	1	
22301	8		22549	1	
22302	8		22553	1	
22303	1		22554	5	
22304	4		22556	1	
22305	1		22585	3	
22306	1		22591	1	
22307	1		22601	1	
23220	1		25376	1	

23222	1	25470	1
23501	1	26002	1
23505	1	26004	2
23560	1	28015	1
23586	1	28202	1
23600	1	28304	1
23751	1	29515	1
24016	1	32191	1
24027	1	33002	1
24098	1	60506	1
24426	1	70260	1
24507	1	80591	1
25001	1	90003	1
25029	1		
<b>Grand Total</b>	<b>4678</b>		

# VRE Report Card

Key
<b>A</b> = Excellent
<b>B</b> = Very Good
<b>C</b> = Average
<b>D</b> = Needs Improvement
<b>F</b> = Poor
<b>N/A</b> = 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	56%	31%	6%	1%	0%	5%
Friendliness of VRE Staff	61%	30%	6%	1%	0%	2%
VRE Follow-Up to Delays or Problems	30%	35%	21%	9%	2%	4%
Lost & Found Department	19%	11%	6%	3%	2%	58%
Usefulness of Train Status	33%	35%	17%	6%	1%	7%
Timeliness of E-Mail Responses	18%	18%	12%	5%	2%	45%
Quality of E-Mail Responses	19%	18%	11%	3%	1%	47%
Timeliness of Social Media Responses	14%	14%	10%	3%	1%	58%
Quality of Social Media Responses	14%	15%	11%	2%	1%	57%
Timeliness of Website Information	24%	32%	20%	6%	1%	17%
Quality of Website	26%	37%	21%	5%	1%	10%
Quality of Train Talk	22%	31%	17%	3%	1%	27%
Timeliness of Train Talk	20%	26%	17%	3%	1%	33%
Overall Communication with Passengers	29%	44%	19%	4%	1%	4%
<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%	27%	4%	1%	0%	7%
Are Helpful and Courteous	66%	27%	4%	1%	0%	1%
Make Regular Station Announcements	60%	28%	8%	2%	1%	1%
Make Timely Delay Announcements	50%	31%	12%	4%	1%	1%
Check Tickets Regularly	49%	33%	13%	3%	1%	1%
Present a Professional Appearance	70%	25%	4%	1%	0%	0%
Overall Crew Performance	62%	32%	5%	1%	0%	0%
<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	28%	40%	22%	10%	2%	0%
On-Time Performance	31%	45%	17%	6%	2%	0%
Seat Availability	34%	38%	18%	8%	2%	0%
Cleanliness of Trains	67%	28%	3%	1%	0%	0%
Cleanliness of Stations	55%	34%	8%	2%	0%	0%
Reliability of Ticket Vending Machines	22%	28%	16%	6%	1%	27%
Ease of Buying a Ticket	50%	31%	10%	2%	1%	6%
Ease of Redeeming Subsidized Transportation Benefits	42%	24%	9%	3%	6%	20%
Station Parking Availability	47%	30%	12%	5%	2%	4%
Quality of Public Address System on Train	31%	36%	21%	7%	2%	3%
Quality of Public Address System on Platform	32%	35%	22%	7%	2%	3%
Timeliness of Platform Information	28%	37%	23%	9%	2%	2%
Personal Security at Station and On Train	39%	35%	15%	2%	1%	8%
Safety of Train Equipment	46%	35%	9%	1%	0%	9%
Lighting at Morning Station	50%	36%	10%	2%	0%	2%
Lighting at Evening Station	49%	35%	9%	2%	0%	4%
Traffic Circulation at Station	27%	37%	22%	8%	3%	4%
Station Signage	40%	39%	15%	3%	1%	2%
Level of Fare for Quality and Value of Service	28%	42%	22%	5%	1%	1%
Overall Service Quality	44%	46%	9%	1%	0%	0%