



Virginia Railway Express Annual Customer Survey

2019 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)	89	2%
Manassas 327 (Departs Union Station 3:45p)	582	9%
Manassas 329 (Departs Union Station 4:25p)	805	14%
Manassas 331 (Departs Union Station 5:05p)	653	11%
Manassas 333 (Departs Union Station 5:30p)	518	8%
Manassas 335 (Departs Union Station 6:10p)	229	4%
Manassas 337 (Departs Union Station 6:50p)	90	2%
Amtrak 171 (Departs Union Station at 4:50p)	18	0%
Fredericksburg 301 (Departs Union Station at 12:55p)	177	3%
Fredericksburg 303 (Departs Union Station at 3:10p)	434	7%
Fredericksburg 305 (Departs Union Station at 3:25p)	431	7%
Fredericksburg 307 (Departs Union Station at 4:10p)	717	12%
Fredericksburg 309 (Departs Union Station at 4:40p)	631	11%
Fredericksburg 311 (Departs Union Station at 5:15p)	501	8%
Fredericksburg 313 (Departs Union Station at 6:00p)	246	4%
Fredericksburg 315 (Departs Union Station at 6:40p)	111	2%
Amtrak 95 (Departs Union Station at 2:30p)	5	0%
Amtrak 125 (Departs Union Station at 3:55p)	41	0%
Amtrak 93 (Departs Union Station at 5:50p)	10	0%
Amtrak 85 (Departs Union Station at 7:05p)	8	0%
Grand Total	6296	

2. What is your normal origin station?

Station	Responses	% of Total
Broad Run	673	11%
Manassas	515	9%
Manassas Park	493	8%
Burke Center	660	12%
Rolling Road	274	5%
Backlick Road	8	0%
Alexandria	34	0%
Spotsylvania	505	9%
Fredericksburg	530	9%
Leeland Road	590	10%
Brooke	346	6%
Quantico	135	2%
Rippon	313	5%
Woodbridge	285	5%
Lorton	277	5%
Franconia / Springfield	169	3%
Grand Total	5807	

3. What is your normal destination station?

Station	Responses	% of Total
Union Station	1288	22%
L'Enfant	2633	45%
Crystal City	1006	17%
Alexandria	384	7%
Backlick Road	19	0%
Quantico	139	2%
Woodbridge	38	0%
Lorton	163	3%
Franconia / Springfield	126	2%
Grand Total	5796	

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

Transportation	Responses	% of Total
Drove alone / Parked	4809	82%
Drove / Rode with others and parked	274	5%
Dropped off by car	389	7%
Walked	299	5%
Bike	32	0%
Bus	31	0%
Other	11	0%
Grand Total	5845	

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

Miles	Responses	% of Total
Fewer than 5	3156	53%
5-10	1629	28%
11-15	479	8%
16-20	210	4%
21-25	90	2%
More than 25	177	3%
Grand Total	5741	

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

Transportation	Responses	% of Total
Walk	3697	63%
Bike	34	1%
Taxi	3	0%
Metrorail	1138	19%
Car	592	10%
Uber / Lyft	30	1%
MARC	6	0%
Bus	270	5%
Shuttle	336	6%
Grand Total	6106	

7. If you leave a car at your destination station to complete your commute (Lorton), would you consider a Rideshare service (Lyft, Uber, Via) option if it is convenient and cost effective?

Consideration	Responses	% of Total
Yes	868	15%
No	1643	28%
N/A	3031	51%
Grand Total	5542	

8. Length of time riding VRE?

Year(s)	Responses	% of Total
Less than a year	927	16%
1-3 years	1594	27%
4-6 years	1190	20%
7-9 years	667	11%
10-15 years	840	14%
16-20 years	330	6%
20+ years	237	4%
Grand Total	5785	

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

Days	Responses	% of Total
1	84	1%
2	209	4%
3	765	13%
4	1462	25%
5	3284	56%
Less than weekly	52	1%
Grand Total	5856	

10. What type of ticket do you normally use?

Ticket	Responses	% of Total
Single-Ride / Day Pass	261	4%
Monthly	4028	68%
Five Day Pass	157	3%
Ten-Trip	1338	23%
TLC (Joint VRE-Metro Card)	57	1%
Grand Total	5841	

11. Where do you normally purchase tickets?

Source	Responses	% of Total
VRE Mobile	1956	33%
Station Ticket Vending Machine (TVM)	1012	17%
Commuterdirect.com	2302	39%
Vendor location	484	8%
Grand Total	5754	

12. 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
2297	384	2095	328	249	1317
Bus Only	Car and Bus	Bus and Metrorail	Metrorail Only	"Slug"	Other
12	98	389	119	206	332

13. 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
2720	511	223	733	922	213
Bus and Metrorail	Metrorail	"Slug"	I Have Always Used VRE	Hot Lanes	
424	378	573	1010	238	

14. For whom do you work?

Employer	Responses	% of Total
Military / Active Duty	212	4%
Federal Government	3954	67%
Private Company / Self Employed	939	16%
Not for Profit Organization (i.e. Association)	390	7%
Local or State Government	130	2%
Other	139	2%
Grand Total	5764	

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

Day(s)	Responses	% of Total
1	1418	24%
2	690	12%
3	148	3%
4	61	1%
5	0	0%
0	3503	59%
Grand Total	5820	

16. 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
4155	1197	693	238

17. 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
3567	1360	85	1517	2125	1471
Guaranteed Ride Home	Joint service with Amtrak	Free bus connections	Reduce Carbon Footprint	I just love trains	Other
329	144	180	639	372	457

18. 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	1524	26%
Somewhat	1664	28%
Indifferent	1192	20%
No	1389	24%
Grand Total	5769	

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	55%	31%	10%	3%	1%
Friendliness of VRE Staff	59%	30%	9%	1%	1%
VRE Follow-up to Delays or Problems	18%	26%	26%	18%	11%
Lost and Found Department	38%	24%	18%	11%	9%
Usefulness of Train Status (Train Tracking System)	25%	31%	25%	15%	5%
Timeliness of Email Responses	21%	28%	26%	14%	11%
Quality of Email Responses	22%	29%	28%	12%	9%
Timeliness of Social Media Responses	18%	26%	29%	15%	12%
Quality of Social Media Responses	19%	26%	30%	15%	10%
Timeliness of Website Information	19%	33%	29%	14%	5%
Quality of Website	21%	38%	30%	8%	2%
Quality of Train Talk (Email Alert Service)	21%	35%	27%	13%	5%
Timeliness of Train Talk	19%	32%	29%	14%	6%
Overall Communication with Passengers	20%	37%	27%	12%	5%
Train Crew Members:	Excellent	Very Good	Average	Needs Improvement	Poor
Are Knowledgeable about VRE Operations	57%	32%	8%	1%	1%
Are Helpful and Courteous	62%	29%	7%	2%	1%
Make Regular Station Announcements	55%	29%	11%	4%	1%
Make Timely Delay Announcements	41%	30%	17%	9%	3%
Check Tickets Regularly	44%	33%	17%	4%	2%
Present a Professional Appearance	68%	27%	4%	1%	0%
Overall Crew Performance	55%	36%	8%	1%	1%

VRE Operations	Excellent	Very Good	Average	Needs Improvement	Poor
Convenience of Schedules	18%	36%	29%	14%	3%
On-time Performance	7%	22%	25%	26%	19%
Seat Availability	29%	42%	22%	6%	1%
Cleanliness of Trains	58%	35%	6%	1%	0%
Cleanliness of Stations	44%	40%	13%	3%	1%
Reliability of Ticket Vending Machines	21%	35%	27%	12%	5%
Ease of Buying a Ticket	50%	34%	12%	3%	1%
Ease of Redeeming Subsidized Transportation Benefits	49%	31%	13%	5%	2%
Station Parking Availability	46%	34%	13%	5%	2%
Quality of Public Address System on Train	24%	35%	27%	10%	3%
Quality of Public Address System on Platform	24%	35%	27%	11%	3%
Timeliness of Platform Information	18%	31%	30%	15%	6%
Personal Security at Station and on Train	32%	40%	22%	4%	2%
Safety of Train Equipment	41%	41%	15%	2%	1%
Lighting at Morning Station	44%	41%	13%	2%	0%
Lighting at Evening Station	44%	40%	13%	2%	0%
Traffic Circulation at Station	22%	34%	30%	11%	4%
Station Signage	34%	42%	20%	3%	1%
Level of Fare for Quality and Value of Service	21%	37%	27%	11%	4%
Overall Service Quality	28%	44%	19%	6%	2%

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

19. Your gender:

Gender	Responses	% of Total
Male	3126	60%
Female	2102	40%
Grand Total	5228	

20. Your age range:

Age Range	Responses	% of Total
21 and Under	24	0%
22 to 34	639	12%
35 to 44	1135	22%
45 to 54	1534	30%
55 to 64	1448	28%
65 and Over	325	6%
Grand Total	5141	

21. Which best represents your annual household income?

Annual Household Income	Responses	% of Total
Under \$25,000	19	0%
\$25,000 - \$49,999	98	2%
\$50,000 - \$75,999	268	6%
\$76,000 - \$99,999	490	10%
\$100,000 - \$124,999	794	17%
\$125,000 - \$149,999	802	17%
\$150,000 - \$174,999	722	15%
\$175,000 +	1556	33%
Grand Total	4749	

22. Do you:

Housing	Responses	% of Total
Own	4277	84%
Rent	823	16%
Grand Total	5100	

23. In your household, there are:

Cars	Responses	% of Total
0 cars	16	0%
1 car	813	16%
2 cars	2513	49%
> 2 cars	1779	35%
Grand Total	5121	

24. Your ethnic origin / race:

Ethic Origin / Race	Responses	% of Total
Caucasian	3046	61%
African American	863	17%
Hispanic	330	7%
Asian / Pacific Islander	348	7%
Native American	58	1%
Multi-Ethnic	150	3%
Other	165	3%
Grand Total	4960	

25. Marital status:

Status		
Married	3879	76%
Single	817	16%
Widowed/Divorced	392	8%
Grand Total	5088	