



**Virginia Railway Express**  
**Annual Customer Survey**

2022 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)	10	1%
Manassas 327 (Departs Union Station at 3:20p)	87	7%
Manassas 329 (Departs Union Station at 4:10p)	138	11%
Manassas 331 (Departs Union Station at 5:10)	137	11%
Manassas 333 (Departs Union Station at 5:30p)	50	4%
Manassas 335 (Departs Union Station at 6:00p)	42	3%
Manassas 337 (Departs Union Station at 7:00p)	11	1%
Fredericksburg 301 (Departs Union Station at 1:00p)	39	3%
Fredericksburg 303 (Departs Union Station at 2:40p)	100	8%
Fredericksburg 305 (Departs Union Station at 3:30p)	184	14%
Fredericksburg 307 (Departs Union Station at 4:00p)	156	12%
Fredericksburg 309 (Departs Union Station at 4:40p)	160	13%
Fredericksburg 311 (Departs Union Station at 5:20p)	113	9%
Fredericksburg 313 (Departs Union Station at 6:10p)	33	3%
Fredericksburg 315 (Departs Union Station at 6:50p)	17	1%
<b>Grand Total</b>	<b>1277</b>	

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

Station	Responses	% of Total
Broad Run	140	10%
Manassas	113	8%
Manassas Park	96	7%
Burke Centre	78	6%
Rolling Road	32	2%
Backlick Road	16	1%
Alexandria	4	0%
Crystal City	7	1%
Spotsylvania	232	17%
Fredericksburg	190	14%
Leeland Road	158	12%
Brooke	73	5%
Quantico	29	2%
Rippon	62	5%
Woodbridge	72	5%
Lorton	43	3%
Franconia/Springfield	10	1%
<b>Grand Total</b>	<b>1355</b>	

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

Station	Responses	% of Total
Union Station	283	20%
L'Enfant	643	46%
Crystal City	199	14%
Alexandria	104	7%
Backlick Road	11	1%
Rolling Road	0	0%
Burke Centre	1	0%
Manassas	2	0%
Quantico	74	5%
Woodbridge	15	1%
Lorton	33	2%
Franconia/Springfield	35	3%
<b>Grand Total</b>	<b>1400</b>	

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

Transportation	Responses	% of Total
Drove Alone/Parked	1006	82%
Drove/Rode with others and parked	25	2%
Dropped off by car	117	10%
Walked	66	5%
Bike	10	1%
Bus	2	0%
Other	0	0%
<b>Grand Total</b>	<b>1226</b>	

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

Miles	Responses	% of Total
Fewer than 5	678	50%
5-10	412	30%
11-15	107	8%
16-20	64	5%
21-25	36	3%
More than 25	60	4%
<b>Grand Total</b>	<b>1357</b>	

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

Transportation	Responses	% of Total
Walk	819	62%
Bike	23	2%
Shuttle	59	4%
Metrorail	203	15%
Car	149	11%
Taxi	3	0%
Bikeshare	1	0%
MARC	1	0%
Bus	41	3%
Rideshare	4	0%
ScooterShare	9	1%
<b>Grand Total</b>	<b>1312</b>	

**7. If you leave a car at your destination station to complete your commute, would you consider a rideshare, bikeshare, or dedicated bus transit option if it is convenient and cost-effective?**

Consideration	Responses	% of Total
Bikeshare	50	4%
Rideshare	79	6%
Bus Transit	137	10%
N/A	1045	80%
<b>Grand Total</b>	<b>1311</b>	

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

Year(s)	Responses	% of Total
Less than 1 year	314	23%
1-3 years	231	17%
4-6 years	227	17%
7-9 years	168	12%
10-15 years	235	17%
16-20 years	86	6%
20+ years	102	7%
<b>Grand Total</b>	<b>1363</b>	

**9. How many days in a week do you typically ride VRE?**

Day(s)	Responses	% of Total
1	146	11%
2	211	16%
3	298	22%
4	203	15%
5	444	33%
Less than weekly	31	2%
<b>Grand Total</b>	<b>1333</b>	

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

Ticket	Responses	% of Total
Single Ride or Day Pass	235	17%
Monthly/31-Day Pass	581	43%
Seven-Day Pass	30	2%
Ten-Trip	495	37%
TLC	9	1%
<b>Grand Total</b>	<b>1350</b>	

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

Source	Responses	% of Total
VRE Mobile	673	49%
Station TVM	207	15%
CommuterDirect.com	404	30%
Vendor Location	79	6%
<b>Grand Total</b>	<b>1363</b>	

**12. How do you get to work on days you choose not to ride VRE? (Please check all that apply.)**

Transportation	Responses	% of Total
Always use VRE	555	35%
Express Lanes	65	4%
Drive alone	509	32%
Carpool	51	3%
Vanpool	34	2%
Car and Metrorail	91	6%
Bus	20	1%
Car and Bus	29	2%
Bus and Metrorail	65	4%
Metrorail	32	2%
Slug	34	2%
Other	103	6%
<b>Grand Total</b>	<b>1588</b>	

**13. Before you began using VRE, what was your usual means of commuting? (Please check all that apply.)**

Transportation	Responses	% of Total
Drove alone	651	35%
Carpool	109	6%
Vanpool	65	4%
Car and Metrorail	133	7%
Bus	155	8%
Car and Bus	71	4%
Bus and Metrorail	85	5%
Metrorail	82	4%
Slug	145	8%
I have always used VRE	244	13%
Express Lanes	53	3%
Other	55	3%
<b>Grand Total</b>	<b>1848</b>	

#### 14. For whom do you work for?

Employer	Responses	% of Total
Military/Active Duty	96	7%
Federal Government	895	66%
Private/Self-Employed	170	12%
Not-for-Profit	90	7%
Local or State Gov't	47	3%
Other	66	5%
<b>Grand Total</b>	<b>1364</b>	

#### 15. How many days per week do you telework?

Day(s)	Responses	% of Total
0	488	37%
1	178	13%
2	286	22%
3	222	17%
4	153	12%
<b>Grand Total</b>	<b>1327</b>	

#### 16. Does your employer provide the following? (Please check all that apply.)

Benefit	Responses	% of Total
Transit Subsidy	955	71%
Free/subsidized parking	72	5%
Pre-tax payment for transit	213	16%
Other commuting incentive	99	7%
<b>Grand Total</b>	<b>1339</b>	

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

Influence	Responses	% of Total
Traffic	502	35%
Recommendation	137	10%
Website	26	2%
Subsidized Transit		
Benefit	126	9%
New Job	206	14%
New Home	159	11%
Guaranteed Ride Home	42	3%
Fuel Prices	46	3%
Free Bus Connections	51	4%
I Love Trains	49	3%
Other	77	5%
<b>Grand Total</b>	<b>1421</b>	

**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	436	32%
Somewhat	354	26%
Indifferent	246	18%
No	329	24%
<b>Grand Total</b>	<b>1365</b>	

## 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	72%	23%	5%	0%	0%
Friendliness of VRE Staff	73%	21%	5%	0%	0%
VRE Follow-up to Delays or Problems	40%	33%	18%	6%	2%
Lost and Found Department	54%	22%	14%	7%	3%
Usefulness of Train Status (Train Tracking System)	46%	35%	14%	4%	2%
Timeliness of Email Responses	47%	30%	16%	5%	2%
Quality of Email Responses	49%	29%	14%	5%	3%
Timeliness of Social Media Responses	49%	27%	17%	4%	3%
Quality of Social Media Responses	50%	27%	16%	3%	3%
Timeliness of Website Information	38%	36%	19%	5%	2%
Quality of Website	40%	38%	17%	4%	1%
Quality of Train Talk (Email Alert Service)	44%	34%	16%	4%	1%
Timeliness of Train Talk	44%	34%	18%	3%	1%
Overall Communication with Passengers	42%	40%	15%	2%	1%

Train Crew Members:	Excellent	Very Good	Average	Needs Improvement	Poor
Are Knowledgeable about VRE Operations	76%	20%	4%	0%	0%
Are Helpful and Courteous	76%	20%	4%	0%	0%
Make Regular Station Announcements	70%	22%	6%	1%	0%
Make Timely Delay Announcements	63%	25%	8%	3%	1%
Check Tickets Regularly	65%	25%	7%	2%	1%
Present a Professional Appearance	80%	18%	2%	0%	0%
Overall Crew Performance	76%	21%	3%	0%	0%

## VRE Report Card (Continued)

VRE Operations	Excellent	Very Good	Average	Needs Improvement	Poor
Convenience of Schedules	36%	35%	19%	8%	2%
On-time Performance	38%	41%	15%	4%	1%
Seat Availability	77%	21%	3%	0%	0%
Cleanliness of Trains	79%	18%	3%	0%	0%
Cleanliness of Stations	63%	27%	8%	2%	0%
Reliability of Ticket Vending Machines	51%	32%	12%	4%	1%
Ease of Buying a Ticket	67%	25%	7%	1%	0%
Ease of Redeeming Subsidized Transportation Benefits	59%	25%	9%	4%	3%
Station Parking Availability	75%	20%	4%	1%	0%
Quality of Public Address System on Train	46%	34%	14%	5%	1%
Quality of Public Address System on Platform	45%	33%	16%	4%	2%
Timeliness of Platform Information	43%	34%	18%	3%	1%
Personal Security at Station and on Train	50%	33%	13%	3%	1%
Safety of Train Equipment	65%	29%	5%	0%	0%
Lighting at Morning Station	64%	29%	5%	1%	0%
Lighting at Evening Station	64%	29%	6%	1%	0%
Traffic Circulation at Station	54%	32%	12%	1%	1%
Station Signage	58%	30%	9%	2%	0%
Level of Fare for Quality and Value of Service	51%	32%	14%	2%	0%
Overall Service Quality	60%	34%	6%	0%	0%

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

**19. Your gender:**

Gender	Responses	% of Total
Male	725	58%
Female	514	41%
Non-binary/Trans	4	0%
<b>Grand Total</b>	<b>1243</b>	

**20. Your age range:**

Age Range	Responses	% of Total
21 and under	10	1%
22 – 34	134	11%
35-44	255	21%
45-54	375	30%
55-64	374	30%
65 and over	92	7%
<b>Grand Total</b>	<b>1240</b>	

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

Annual Household Income	Responses	% of Total
Under 25k	7	1%
25,000-49,999	36	3%
50,000 - 74,900	80	7%
75,000 - 99,999	132	11%
100,000 - 124,999	186	16%
125,000 - 149,999	189	16%
150,000 - 174,999	162	14%
175,000+	362	31%
<b>Grand Total</b>	<b>1154</b>	

**22. Where you reside, do you:**

Housing	Responses	% of Total
Own	946	80%
Rent	230	20%
<b>Grand Total</b>	<b>1176</b>	

### 23. In your household, there are:

Car(s)	Responses	% of Total
0	13	1%
1	261	21%
2	583	47%
3+	376	30%
<b>Grand Total</b>	<b>1233</b>	

### 24. Your Ethnic Origin/ Race

Ethnic Origin	Responses	% of Total
Caucasian	612	52%
African American	302	26%
Asian/Pacific Islander	76	7%
Hispanic	94	8%
Native American	6	1%
Multi-ethnic	23	2%
Other	53	5%
<b>Grand Total</b>	<b>1166</b>	

### 25. Marital Status:

Status	Responses	% of Total
Married	849	70%
Single	257	21%
Widowed/Divorced	110	9%
<b>Grand Total</b>	<b>1216</b>	