



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

2024 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)	41	2%
Manassas 327 (Departs Union Station at 3:20p)	224	9%
Manassas 329 (Departs Union Station at 4:10p)	310	12%
Manassas 331 (Departs Union Station at 5:10)	293	12%
Manassas 333 (Departs Union Station at 5:30p)	90	4%
Manassas 335 (Departs Union Station at 6:00p)	58	2%
Manassas 337 (Departs Union Station at 7:00p)	30	1%
Fredericksburg 301 (Departs Union Station at 1:00p)	49	2%
Fredericksburg 303 (Departs Union Station at 2:40p)	171	7%
Fredericksburg 305 (Departs Union Station at 3:30p)	338	14%
Fredericksburg 307 (Departs Union Station at 4:00p)	256	10%
Fredericksburg 309 (Departs Union Station at 4:40p)	316	13%
Fredericksburg 311 (Departs Union Station at 5:20p)	191	8%
Fredericksburg 313 (Departs Union Station at 6:10p)	68	3%
Fredericksburg 315 (Departs Union Station at 6:50p)	28	1%
<b>Grand Total</b>	<b>2483</b>	

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

Station	Responses	% of Total
Broad Run	248	6%
Manassas	183	5%
Manassas Park	205	5%
Burke Centre	239	6%
Rolling Road	136	3%
Backlick Road	70	2%
Alexandria	19	0%
Crystal City	64	2%
Spotsylvania	298	19%
Fredericksburg	317	21%
Leeland Road	276	18%
Brooke	161	10%
Quantico	44	3%
Rippon	132	9%
Woodbridge	144	9%
Lorton	106	7%
Franconia/Springfield	46	3%
<b>Grand Total</b>	<b>2688</b>	

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

Station	Responses	% of Total
Union Station	554	21%
L'Enfant	1261	47%
Crystal City	439	16%
Alexandria	168	6%
Backlick Road	13	0%
Rolling Road	10	0%
Burke Centre	11	0%
Manassas Park	4	0%
Manassas	8	0%
Quantico	71	3%
Woodbridge	18	1%
Lorton	42	2%
Franconia/Springfield	67	3%
<b>Grand Total</b>	<b>2666</b>	

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

Transportation	Responses	% of Total
Drove Alone/Parked	2136	80%
Drove/Rode with others and parked	82	3%
Dropped off by car	215	8%
Walked	179	7%
Bike	21	1%
Bus	10	0%
Rideshare/ taxi	24	1%
Other	6	0%
<b>Grand Total</b>	<b>2673</b>	

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

Miles	Responses	% of Total
Fewer than 5	1524	57%
5-10	698	26%
11-15	226	8%
16-20	85	3%
21-25	55	2%
More than 25	102	4%
<b>Grand Total</b>	<b>2690</b>	

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

Transportation	Responses	% of Total
Walk	1578	63%
Bike	25	1%
Shuttle	116	5%
Metrorail	448	18%
Car	223	9%
Taxi	7	0%
Bikeshare	3	0%
MARC	2	0%
Bus	73	3%
Rideshare	12	0%
ScooterShare	10	0%
<b>Grand Total</b>	<b>2497</b>	

**7. Do you subscribe to Train Talk Alerts**

Consideration	Responses	% of Total
Yes	1240	46%
No	1435	54%
<b>Grand Total</b>	<b>2675</b>	

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

Year(s)	Responses	% of Total
Less than 1 year	432	16%
1-3 years	798	30%
4-6 years	402	15%
7-9 years	309	11%
10-15 years	407	15%
16-20 years	168	6%
20+ years	174	6%
<b>Grand Total</b>	<b>2690</b>	

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

Day(s)	Responses	% of Total
1	215	8%
2	552	21%
3	731	28%
4	363	14%
5	652	25%
Less than weekly	80	3%
<b>Grand Total</b>	<b>2593</b>	

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

Ticket	Responses	% of Total
Single Ride or Day Pass	576	22%
Monthly/31-Day Pass	919	35%
Seven-Day Pass	38	1%
Ten-Trip	1091	41%
TLC	17	1%
<b>Grand Total</b>	<b>2641</b>	

**11. 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	932	31%
Express Lanes	206	7%
Drive alone	931	31%
Carpool	76	3%
Vanpool	3	0%
Car and Metrorail	256	8%
Bus	4	0%
Car and Bus	31	1%
Bus and Metrorail	55	2%
Metrorail	77	3%
Slug	35	1%
Other	412	14%
<b>Grand Total</b>	<b>3018</b>	

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

Transportation	Responses	% of Total
I have always used VRE	484	16%
Express Lanes	131	4%
Drove alone	1108	36%
Carpool	152	5%
Vanpool	100	3%
Car and Metrorail	348	11%
Bus	58	2%
Car and Bus	88	3%
Bus and Metrorail	203	7%
Metrorail	158	5%
Slug	163	5%
Other	99	3%
<b>Grand Total</b>	<b>3092</b>	

**13. For whom do you work for?**

Employer	Responses	% of Total
Military/Active Duty	122	5%
Federal Government	1753	66%
Private/Self-Employed	362	14%
Not-for-Profit	217	8%
Local or State Gov't	74	3%
Other	129	5%
<b>Grand Total</b>	<b>2657</b>	

**14. How many days per week do you telework?**

Day(s)	Responses	% of Total
0	758	29%
1	336	13%
2	753	29%
3	514	20%
4	259	10%
<b>Grand Total</b>	<b>2620</b>	

**15. Does your employer provide the following? (Please check all that apply.)**

<b>Benefit</b>	<b>Responses</b>	<b>% of Total</b>
Transit Subsidy	1874	64%
Free/subsidized parking	249	8%
Pre-tax payment for transit	320	11%
Other commuting incentive	70	2%
None	417	14%
<b>Grand Total</b>	<b>2930</b>	

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

<b>Influence</b>	<b>Responses</b>	<b>% of Total</b>
Traffic	1515	28%
Recommendation	565	11%
Website	40	1%
Subsidized Transit Benefit	810	15%
New Job	838	16%
New Home	615	12%
Guaranteed Ride Home	126	2%
Fuel Prices	305	6%
Free Bus Connections	27	1%
I Love Trains	257	5%
Other	221	4%
<b>Grand Total</b>	<b>5319</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	1760	527	88	16	10
Friendliness of VRE Staff	1816	552	97	21	7
Quality of Email Responses	609	299	154	57	36
Quality of Social Media Responses	472	335	275	86	41
Quality of Website	834	807	408	130	31
Quality of Train Talk	607	514	259	114	31
Overall Communication with Passengers	967	898	371	106	22

Train Crew Members:	Excellent	Very Good	Average	Needs Improvement	Poor
Are Knowledgeable about VRE Operations	1792	489	54	13	2
Are Helpful and Courteous	1976	482	87	12	9
Make Regular Station Announcements	1868	517	139	39	11
Make Timely Delay Announcements	1537	625	255	100	36
Check Tickets Regularly	1670	627	197	54	18
Present a Professional Appearance	2081	447	47	6	3
Overall Crew Performance	1913	583	69	10	4



### VRE Report Card (Continued)

VRE Operations	Excellent	Very Good	Average	Needs Improvement	Poor
Convenience of Schedules	785	904	563	261	73
On-time Performance	614	1012	556	329	89
Seat Availability	1920	609	63	6	3
Cleanliness of Trains	1965	551	61	24	6
Cleanliness of Stations	1449	797	267	61	18
Ease of Buying a Ticket	1859	537	133	26	12
Ease of Redeeming Subsidized Transportation Benefits	1272	533	178	85	28
Station Parking Availability	1793	510	108	33	18
Quality of Public Address System on Train	1131	795	392	146	43
Quality of Public Address System on Platform	999	720	453	159	58
Timeliness of Platform Information	922	758	560	212	70
Personal Security at Station and on Train	1056	727	390	103	45
Safety of Train Equipment	1362	658	157	17	9
Lighting at Evening Station	1389	824	247	51	15
Station Signage	1332	850	293	50	13
Level of Fare for Quality and Value of Service	1147	911	390	82	19
Overall Service Quality	1428	969	175	18	9

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

**18. Your gender:**

Gender	Responses	% of Total
Male	1515	59%
Female	953	37%
Non-binary/Trans	10	4%
<b>Grand Total</b>	<b>2474</b>	

**19. Your age range:**

Age Range	Responses	% of Total
21 and under	16	1%
22 – 34	318	13%
35-44	549	22%
45-54	690	28%
55-64	722	29%
65 and over	179	7%
<b>Grand Total</b>	<b>2474</b>	

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

<b>Annual Household Income</b>	<b>Responses</b>	<b>% of Total</b>
Under 25k	16	1%
25,000-49,999	66	3%
50,000 - 74,900	131	6%
75,000 - 99,999	206	9%
100,000 - 124,999	282	13%
125,000 - 149,999	286	13%
150,000 - 174,999	274	12%
175,000 - 199,999	314	14%
200,000 - 249,999	319	14%
250,000+	353	16%
<b>Grand Total</b>	<b>2247</b>	

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

<b>Housing</b>	<b>Responses</b>	<b>% of Total</b>
Own	1997	83%
Rent	379	16%
Other	38	2%
<b>Grand Total</b>	<b>2414</b>	

**22. In your household, there are:**

<b>Car(s)</b>	<b>Responses</b>	<b>% of Total</b>
0	21	1%
1	485	20%
2	1201	49%
3+	743	30%
<b>Grand Total</b>	<b>2450</b>	

### 23. Your Ethnic Origin/ Race

Ethnic Origin	Responses	% of Total
Caucasian	1314	56%
African American	465	20%
Asian/Pacific Islander	194	8%
Hispanic	184	8%
Native American	10	0%
Multi-ethnic	84	4%
Other	80	3%
<b>Grand Total</b>	<b>2331</b>	

### 24. Marital Status:

Status	Responses	% of Total
Married	1764	74%
Single	439	18%
Widowed/Divorced	186	8%
<b>Grand Total</b>	<b>2389</b>	