



Virginia Railway Express
Annual Customer Survey

2025 Customer Opinion Survey Results

Q1. What train are you riding this morning?

Train	Responses	% of Total
Manassas 322	206	7%
Manassas 324	161	5%
Manassas 326	238	8%
Manassas 328	279	9%
Manassas 330	361	12%
Manassas 332	133	4%
Manassas 321	8	0%
Fredericksburg 300	298	10%
Fredericksburg 302	242	8%
Fredericksburg 304	174	6%
Fredericksburg 306	224	7%
Fredericksburg 308	197	7%
Fredericksburg 310	221	7%
Fredericksburg 312	189	6%
Fredericksburg 314	75	2%
Total	3,006	100%

Q2. What train do you normally take in the evening?

Train	Responses	% of Total
Manassas 325	18	1%
Manassas 327	304	10%
Manassas 329	467	15%
Manassas 331	372	12%
Manassas 333	141	5%
Manassas 335	87	3%
Manassas 337	28	1%
Fredericksburg 301	27	1%
Fredericksburg 303	163	5%
Fredericksburg 305	421	14%
Fredericksburg 307	356	11%
Fredericksburg 309	384	12%
Fredericksburg 311	256	8%
Fredericksburg 313	76	2%
Fredericksburg 315	14	0%
Total	3,114	100%

Q3. What is your origination station?

Station	Responses	% of Total
Broad Run	320	10%
Manassas	234	7%
Manassas Park	230	7%
Burke Centre	333	10%
Rolling Road	191	6%
Backlick Road	93	3%
Alexandria	64	2%
Crystal City	15	0%
L'Enfant	-	0%
Spotsylvania	340	11%
Fredericksburg	288	9%
Leeland Road	261	8%
Brooke	172	5%
Quantico	70	2%
Rippon	166	5%
Woodbridge	203	6%
Lorton	144	5%
Franconia/Springfield	50	2%
Total	3,174	100%

Q4. What is your destination station?

Station	Responses	% of Total
Union Station	645	20%
L'Enfant	1,625	51%
Crystal City	460	15%
Alexandria	199	6%
Backlick Road	7	0%
Rolling Road	3	0%
Burke Centre	2	0%
Manassas Park	5	0%
Manassas	8	0%
Quantico	38	1%
Woodbridge	8	0%
Lorton	49	2%
Franconia/Springfield	121	4%
Total	3,170	100%

Q5. How did you get to the VRE station this morning?

Transportation	Responses	% of Total
Drove Alone/Parked	2,588	82%
Drove/Rode with others and parked	94	3%
Dropped off by car	221	7%
Walked	198	6%
Bike	27	1%
Bus	17	1%
Rideshare/taxi	13	0%
Other	14	0%
Total	3,172	100%

Q6. How many miles did you travel to the VRE station this morning?

Miles	Responses	% of Total
Fewer than 5	1,727	54%
5-10	910	29%
11-15	242	8%
16-20	119	4%
21-25	58	2%
More than 25	121	4%
Total	3,177	100%

Q7. How do you get to your final destination from the VRE station?

Transportation	Responses	% of Total
Walk	1,854	58%
Bike	35	1%
Shuttle	165	5%
Metrorail	612	19%
Car	420	13%
Taxi	2	0%
Bikeshare	4	0%
MARC	7	0%
Bus	61	2%
Rideshare	13	0%
ScooterShare	6	0%
Total	3,179	100%

Q8. Do you subscribe to Train Talk?

Y/N	Responses	% of Total
Yes	1,423	45%
No	1,753	55%
Total	3,176	100%

Q9. How long have you been riding VRE?

Years	Responses	% of Total
Less than 1 year	582	18%
1-3 years	856	27%
4-6 years	466	15%
7-9 years	381	12%
10-15 years	494	16%
16-20 years	214	7%
20+ years	185	6%
Total	3,178	100%

Q10. How many days per week do you ride VRE?

Days	Responses	% of Total
1	65	2%
2	173	5%
3	360	11%
4	546	17%
5	1,976	62%
Less than weekly	48	2%
Total	3,168	100%

Q11. What type of ticket do you use?

Ticket	Responses	% of Total
Single Ride or Day Pass	400	13%
Monthly/31-Day Pass	1,776	56%
Ten-Trip	975	31%
TLC	16	1%
Total	3,167	100%

Q12. How do you get to work when not using VRE?

Transportation	Responses	% of Total
Always use VRE	1,210	28%
Express Lanes	335	8%
Drive alone	1,253	29%
Carpool	122	3%
Vanpool	13	0%
Car and Metrorail	316	7%
Bus	38	1%
Car and Bus	37	1%
Bus and Metrorail	66	2%
Metrorail	175	4%
Slug	67	2%
Work from Home	636	15%
Other	71	2%
Total	4,339	100%

Q13. How did you commute before using VRE?

Transportation	Responses	% of Total
I have always used VRE	734	17%
Express Lanes	274	6%
Drove alone	1,260	28%
Carpool	197	4%
Vanpool	101	2%
Car and Metrorail	395	9%
Bus	129	3%
Car and Bus	96	2%
Bus and Metrorail	170	4%
Metrorail	273	6%
Slug	193	4%
Work from Home	537	12%
Other	77	2%
Total	4,436	100%

Q14. For whom do you work?

Employer	Responses	% of Total
Military/Active Duty	91	3%
Federal Government	2,385	76%
Private/Self-Employed	231	7%
Not-for-Profit	176	6%
Local or State Gov't	71	2%
Other	199	6%
Total	3,153	100%

Q15. How many days per week do you telework?

Days	Responses	% of Total
0	2,431	77%
1	224	7%
2	263	8%
3	157	5%
4	71	2%
Total	3,146	100%

Q16. Does your employer provide any of the following:?

Benefit	Responses	% of Total
Transit Subsidy	2,546	72%
Free/subsidized parking	269	8%
Pre-tax payment for transit	328	9%
Other commuting incentive	72	2%
None	309	9%
Total	3,524	100%

Q17. Which of the following influenced your decision to ride VRE?

Influence	Responses	% of Total
Radio Ad	15	0.20%
Social Media Engagement	10	0.13%
Email Newsletter	1	0.01%
Online Ads	12	0.16%
Promotional Events/Outreach	23	0.31%
I already knew about VRE and decided on my own	1,625	21.88%
Traffic	1,408	18.96%
Reccommendation	696	9.37%
Website	53	0.71%
Subsidized Transit Benefit	1,380	18.58%
New Job	503	6.77%
New Home	443	5.96%
Guaranteed Ride Home	204	2.75%
Fuel Prices	373	5.02%
Free Bus Connections	26	0.35%
I Love Trains	439	5.91%
Other	216	2.91%
Total	7,427	100%

Demographic questions (Optional)

What is your gender?

M/F	Responses	% of Total
Male	1,848	61%
Female	1,174	39%
Total	3,022	100%

What is your age?

Age	Responses	% of Total
21 and under	12	0%
22 - 34	330	11%
35-44	703	23%
45-54	959	32%
55-64	848	28%
65 and over	168	6%
Total	3,020	100%

What is your Household Income?

Income Range	Responses	% of Total
Under 25k	9	0%
25,000-49,999	26	1%
50,000 - 74,900	94	3%
75,000 - 99,999	156	6%
100,000 - 124,999	281	10%
125,000 - 149,999	325	12%
150,000 - 174,999	332	12%
175,000 - 199,999	420	15%
200,000 - 249,999	558	20%
250,000+	604	22%
Total	2,805	100%

Where you reside, do you...?

Residence	Responses	% of Total
Own	2,494	83%
Rent	425	14%
Other	88	3%
Total	3,007	100%

How many cars are there in your household?

Car(s)	Responses	% of Total
0	18	1%
1	561	19%
2	1,425	47%
3+	1,003	33%
Total	3,007	100%

Ethnicity/Origin/Race?		
------------------------	--	--

Ethnic Origin	Responses	% of Total
Caucasian	1,656	59%
African American	510	18%
Asian/Pacific Islander	228	8%
Hispanic	222	8%
Native American	9	0%
Multi-ethnic	79	3%
Other	121	4%
Total	2,825	100%

Marital Status:		
-----------------	--	--

Status	Responses	% of Total
Married	2,241	76%
Single	513	17%
Widowed/Divorced	210	7%
Total	2,964	100%

VRE Scorecard

Customer Service:	Excellent	Very Good	Average	Needs Improvement	Poor	Total Responses
Responsiveness of VRE Staff	1,987	868	125	25	11	3,016
Friendliness of VRE Staff	2,039	795	156	20	8	3,018
Quality of Email Responses	635	398	184	66	37	1,320
Quality of Social Media Responses	344	281	185	57	36	903
Quality of Website	626	1,069	760	200	39	2,694
Quality of Train Talk	504	747	392	119	33	1,795
Overall Communication with Passengers	1,006	1,281	543	131	24	2,985
Train Crew Members:	Excellent	Very Good	Average	Needs Improvement	Poor	Total Responses
Are Knowledgeable about VRE Operations	2,151	718	86	12	5	2,972
Are Helpful and Courteous	2,222	739	106	22	9	3,098
Make Regular Station Announcements	1,996	881	212	67	7	3,163
Make Timely Delay Announcements	1,384	995	498	204	52	3,133
Check Tickets Regularly	1,816	983	271	56	15	3,141
Present a Professional Appearance	2,448	660	67	8	3	3,186
Overall Crew Performance	2,275	795	87	6	4	3,167
VRE Operations	Excellent	Very Good	Average	Needs Improvement	Poor	Total Responses
Convenience of Schedules	620	1,255	702	551	64	3,192
On-time Performance	533	1,461	731	326	89	3,140
Seat Availability	1,282	1,311	455	102	9	3,159
Cleanliness of Trains	2,066	962	127	21	7	3,183
Cleanliness of Stations	1,360	1,326	371	100	19	3,176
Ease of Buying a Ticket	1,964	940	155	68	3	3,130
Ease of Redeeming Subsidized Transportation Benefits	1,326	854	283	142	31	2,636
Station Parking Availability	1,714	993	207	64	24	3,002
Quality of Public Address System on Train	930	1,274	606	245	52	3,107
Quality of Public Address System on Platform	853	1,168	737	289	61	3,108
Timeliness of Platform Information	722	1,189	811	342	73	3,137
Personal Security at Station and on Train	986	1,070	552	157	60	2,825
Safety of Train Equipment	1,400	1,164	213	14	5	2,796
Lighting at Evening Station	1,287	1,349	404	65	8	3,113
Station Signage	1,226	1,361	467	65	10	3,129
Level of Fare for Quality and Value of Service	1,022	1,336	639	123	32	3,152
Overall Service Quality	1,605	1,337	175	33	8	3,158