

# 2008 Customer Opinion Survey



## 1) How long have you been riding VRE?

		Total	
A	Less than a year	895	19%
B	1-3 years	1522	32%
C	4-6 years	1085	22%
D	7-9 years	587	12%
E	10-12 years	292	6%
F	13-15 years	230	5%
G	Since the beginning	215	4%
Grand Total		4826	100%

## 2) Has VRE service improved over the last year?

		Total	
A	Yes	2048	43%
B	No	403	9%
C	Same	1642	35%
D	No comment	648	14%
Grand Total		4741	100%

## 3) What is your number one concern about VRE service? (Please circle only one answer)

		Total	%
A	On-time performance	2496	52%
B	Lack of seats	227	5%
C	Lack of parking	280	6%
D	Older equipment	372	7%
E	Cost	527	11%
F	Communication	41	1%
G	Security	59	1%
H	Frequency of service	520	11%
I	Crews	8	0%
J	Other	84	2%
K	No concerns	186	4%
Grand Total		4800	100%

**4) At which VRE station did you board this morning?**

		Total	%
A	Broad Run	782	17%
B	Manassas	435	9%
C	Manassas Park	561	12%
D	Burke Centre	393	8%
E	Rolling Road	252	5%
F	Backlick Road	64	1%
G	Fredericksburg	889	18%
H	Leeland Road	526	11%
I	Brooke	253	5%
J	Quantico	175	4%
K	Rippon	211	4%
L	Woodbridge	192	4%
M	Lorton	74	2%
N	Franconia/Springfield	10	0%
O	Alexandria	7	0%
Grand Total		4824	100%

**5) At which station will you leave the train this morning?**

		Total	%
A	Union Station	939	20%
B	L'Enfant	1831	38%
C	Crystal City	1088	23%
D	Alexandria	587	12%
E	Backlick Road	15	0%
F	Quantico	74	2%
G	Woodbridge	29	1%
H	Lorton	121	2%
I	Franconia/Springfield	102	2%
J	Rippon	7	0%
K	Other	5	0%
Grand Total		4798	100%

**6) How many miles did you travel from your home to the train station this morning?**

		Total	%
A	Fewer than 5 miles	2603	54%
B	5-10 miles	1275	27%
C	11-15 miles	437	9%
D	16-20 miles	180	4%
E	21-25 miles	93	2%
F	More than 25 miles	209	4%
Grand Total		4797	100%

**7) How did you travel to the VRE station this morning?**

		Total	%
A	Drove alone / Parked	3845	81%
B	Drove / Rode with others and parked	242	6%
C	Dropped off by car	350	7%
D	Metrobus	1	0%
E	Walked	213	4%
F	Bike	14	0%
G	OmniLink	1	0%
H	Fairfax Connector	8	0%
I	DASH	2	0%
J	Burke Centre EZ Bus	65	1%
K	FRED	40	1%
L	GRTC	8	0%
M	Other	11	0%
Grand Total		4800	100%

## 8) What is your home zip code?

Zip	Total	Zip	Total	Zip	Total	Zip	Total
22405	403	22734	6	20069	1	22576	1
20111	363	23024	6	20100	1	22604	1
20110	311	22125	5	20105	1	22639	1
20136	274	22312	5	20116	1	22642	1
22015	274	22315	5	20117	1	22643	1
22554	245	22427	5	20122	1	22645	1
22407	225	22580	5	20128	1	22663	1
22408	199	22942	5	20135	1	22664	1
22191	188	20115	4	20143	1	22702	1
20112	186	20152	4	20150	1	22709	1
22401	167	22033	4	20151	1	22714	1
22032	166	22542	4	20153	1	22716	1
22192	102	22655	4	20165	1	22735	1
22406	102	22724	4	20171	1	22736	1
20109	98	22737	4	20240	1	22742	1
20155	95	22960	4	20816	1	22749	1
22485	71	23015	4	21043	1	22812	1
20181	70	23093	4	21045	1	22884	1
22193	70	23111	4	21231	1	22903	1
22553	66	20139	3	21519	1	22906	1
22039	65	20144	3	22054	1	22927	1
22556	62	20198	3	22060	1	23009	1
20187	59	22302	3	22076	1	23060	1
22152	50	22514	3	22101	1	23061	1
20169	49	22538	3	22112	1	23069	1
22079	48	22657	3	22132	1	23075	1
20124	42	23117	3	22142	1	23085	1
22172	33	23234	3	22171	1	23112	1
22030	31	20106	2	22173	1	23116	1
22551	31	22031	2	22201	1	23219	1
22546	30	22403	2	22202	1	23224	1
22025	29	22404	2	22204	1	23225	1
22151	27	22443	2	22206	1	23227	1
22003	26	22520	2	22301	1	23228	1
22508	25	22560	2	22304	1	23229	1
22701	22	22601	2	22309	1	23230	1
22712	22	22713	2	22314	1	23231	1
22026	21	22948	2	22354	1	23233	1
20121	20	23005	2	22402	1	23310	1
22153	20	23059	2	22430	1	23320	1
20186	19	23220	2	22438	1	23704	1
20119	17	23223	2	22456	1	27406	1
20120	11	23238	2	22460	1	27604	1
22134	11	23832	2	22502	1	29216	1
20137	10	23842	2	22513	1	32191	1
22150	9	19047	1	22531	1	55712	1
22534	7	20001	1	22550	1	60129	1
22630	7	20011	1	22555	1	72554	1
22728	7	20012	1	22557	1	94301	1
		20024	1	22567	1		

## 9) What is your work zip code?

Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total
22202	554	20529	16	22191	6	22211	3	20019	1	20307	1	20857	1	22336	1
22314	232	20534	16	22301	6	22212	3	20020	1	20326	1	20885	1	22343	1
20001	168	20536	16	22302	6	22330	3	20028	1	20346	1	20903	1	22360	1
20002	146	20560	16	22448	6	23340	3	20029	1	20352	1	20914	1	22401	1
20024	115	20219	15	20011	5	24060	3	20030	1	20353	1	20951	1	22403	1
20005	109	20010	13	20012	5	20025	2	20031	1	20357	1	20956	1	22406	1
20591	103	20224	13	20026	5	20040	2	20032	1	20366	1	20990	1	22410	1
20036	83	20230	13	20228	5	20044	2	20033	1	20372	1	20999	1	22421	1
22060	76	20401	13	20240	5	20054	2	20034	1	20375	1	21090	1	22432	1
20004	71	20547	13	20319	5	20071	2	20035	1	20388	1	21217	1	22472	1
22209	63	22041	13	20405	5	20190	2	20043	1	20402	1	21222	1	22485	1
22134	55	22315	13	20580	5	20236	2	20045	1	20419	1	21330	1	22501	1
20202	53	20049	12	22031	5	20315	2	20047	1	20422	1	22000	1	22514	1
20003	52	20314	12	22046	5	20421	2	20052	1	20425	1	22006	1	22546	1
20585	51	20350	12	22153	5	20423	2	20056	1	20429	1	22011	1	22556	1
20006	49	22204	12	22304	5	20507	2	20062	1	20431	1	22021	1	22590	1
20590	49	22215	12	22309	5	20523	2	20064	1	20439	1	22033	1	22591	1
22332	45	22240	12	20022	4	20559	2	20073	1	20450	1	22037	1	22593	1
20212	44	20065	11	20050	4	20594	2	20074	1	20451	1	22045	1	22595	1
20250	43	20220	10	20059	4	20723	2	20090	1	20457	1	22051	1	22805	1
20410	43	20229	10	20221	4	20781	2	20102	1	20500	1	22053	1	23004	1
22201	36	20376	10	20370	4	20892	2	20105	1	20501	1	22055	1	23109	1
20260	34	20420	10	20373	4	20950	2	20109	1	20502	1	22062	1	23134	1
20260	34	20528	10	20463	4	22004	2	20122	1	20505	1	22070	1	23214	1
20535	34	22150	10	20511	4	22005	2	20124	1	20506	1	22085	1	23223	1
20510	33	22312	10	20520	4	22012	2	20136	1	20508	1	22090	1	23229	1
20593	30	20009	9	20552	4	22020	2	20138	1	20514	1	22101	1	23230	1
20910	30	20303	9	20740	4	22034	2	20140	1	20519	1	22103	1	23310	1
22313	29	20447	9	20746	4	22036	2	20151	1	20521	1	22107	1	23421	1
20549	28	20554	9	20782	4	22042	2	20156	1	20522	1	22110	1	23456	1
20472	26	20007	8	22015	4	22050	2	20159	1	20527	1	22111	1	23504	1
22310	26	20008	8	22029	4	22152	2	20171	1	20532	1	22131	1	23510	1
20201	24	20222	8	22040	4	22207	2	20172	1	20537	1	22137	1	24053	1
20210	24	20340	8	22122	4	22214	2	20175	1	20538	1	22141	1	24702	1
22203	24	22079	8	22305	4	22220	2	20191	1	20542	1	22159	1	25020	1
22331	24	22206	8	20016	3	22231	2	20195	1	20561	1	22161	1	25031	1
20301	23	22311	8	20018	3	22303	2	20204	1	20565	1	22192	1	25036	1
20530	23	20226	7	20110	3	22322	2	20208	1	20566	1	22193	1	25409	1
20426	22	20318	7	20217	3	22333	2	20211	1	20570	1	22199	1	25825	1
20407	21	20433	7	20223	3	22405	2	20225	1	20577	1	22200	1	25903	1
20037	20	20436	7	20252	3	22505	2	20231	1	20581	1	22205	1	26226	1
20548	19	20706	7	20415	3	22513	2	20232	1	20589	1	22222	1	27642	1
20013	18	20017	6	20503	3	22554	2	20235	1	20596	1	22224	1	30034	1
20237	18	20374	6	20543	3	25091	2	20239	1	20599	1	22226	1	30134	1
20310	18	20380	6	20571	3	25901	2	20249	1	20657	1	22230	1	30250	1
20515	18	20408	6	20814	3	10001	1	20256	1	20702	1	22253	1	30310	1
20546	18	20416	6	22001	3	10008	1	20259	1	20708	1	22262	1	35242	1
20330	17	20531	6	22002	3	10224	1	20268	1	20791	1	22300	1	40315	1
20460	17	22003	6	22010	3	12310	1	20273	1	20805	1	22306	1	42010	1
20540	17	22022	6	22024	3	15147	1	20285	1	20815	1	22318	1	60436	1
20544	17	22030	6	22102	3	19406	1	20291	1	20818	1	22321	1	60515	1
		22151	6	22210	3	20015	1	20306	1	20850	1	22334	1	94301	1

**10) How will you get to your final destination when you get off the train this morning?**

		Total	%
A	Walk	3107	65%
B	Bike	3	0%
C	Taxi	4	0%
D	Metrorail	1056	21%
E	Car	189	4%
F	Metrobus	137	3%
G	ART bus	3	0%
H	MARC	10	0%
I	DASH	47	1%
J	Fairfax Connector	35	1%
K	DC Circulator	41	1%
L	Other	169	4%
Grand Total		4801	100%

**11) How often do you travel on an Amtrak train with a VRE ticket (Monthly, TLC, Five-Day or Ten-Trip) and Step-Up?**

		Total	%
A	Daily	339	6%
B	Once a week	35	1%
C	2-3 times per week	93	2%
D	2-3 times per month	131	3%
E	Once a month or less	566	12%
F	Never	3632	76%
Grand Total		4796	100%

**12) What is the purpose of your trip today?**

		Total	%
A	Work	4774	100%
B	Shopping	0	0%
C	Medical	3	0%
D	Other	2	0%
E	Education	23	0%
Grand Total		4802	100%

**13) If VRE was not available for your trip today, you would:**

		Total	%
A	Not be able to work	245	5%
B	Work at home	359	8%
C	Select another physician / care provider	4	0%
D	Miss more classes or school activities	6	0%
E	Shop online or by catalog	2	0%
F	Drive	2442	51%
G	Look for another job	225	5%
H	Not seek medical assistance as often	1	0%
I	Receive home care	0	0%
J	Choose another school	5	0%
K	Go to a different shopping center/attraction	0	0%
L	Use another transit system	1420	30%
M	Adjust your working hours	50	1%
N	Not be able to attend school/college	7	0%
O	Make fewer shopping trips	0	0%
Grand Total		4766	100%

**14) How do you get to work on the days you choose not ride the VRE?**

		Total	%
A	Always use VRE	1404	29%
B	Drive alone	1778	37%
C	Carpool	237	5%
D	Vanpool	14	0%
E	Car and Metrorail	869	18%
F	Bus	46	1%
G	Car and Bus	37	1%
H	Bus and Metrorail	73	2%
I	Metrorail	146	3%
J	"Slug"	138	3%
K	Other	53	1%
Grand Total		4795	100%

**15) Before you began using VRE, what was your usual means of commuting?**

		Total	%
A	Drove alone	1987	42%
B	Carpool	432	9%
C	Vanpool	174	4%
D	Car and Metrorail	536	11%
E	Bus	130	3%
F	Car and Bus	69	1%
G	Bus and Metrorail	155	3%
H	Metrorail	225	5%
I	"Slug"	146	3%
J	I Have Always Used VRE	817	17%
K	Other	108	2%
Grand Total		4779	100%

**16) How often do you normally ride VRE?**

		Total	%
A	Once a week	48	1%
B	Twice a week	83	2%
C	Three times a week	276	6%
D	Four times a week	738	15%
E	Five times a week	3603	75%
F	Once or Twice a month	27	1%
G	A few times per year	18	0%
H	This is my first ride	13	0%
Grand Total		4806	100%

**17) How frequently are you unable to ride the train because of travel outside the metropolitan area or other obligations?**

		Total	%
A	More than 10 times per month	90	2%
B	8-10 times per month	109	2%
C	5-7 times per month	332	7%
D	2-4 times per month	1177	25%
E	Once a month or less	1790	37%
F	Never	1281	27%
Grand Total		4779	100%

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

		Total	%
A	Yes, 1 day	529	11%
B	Yes, 2 days	130	3%
C	Yes, more than 2 days	43	1%
D	No	4093	85%
Grand Total		4795	100%

**19) If yes, on which day(s) do you typically tele-commute? (Please circle all that apply)**

		Total
A	Monday	200
B	Tuesday	147
C	Wednesday	118
D	Thursday	162
E	Friday	455

**20) What type of ticket do you normally use?**

		Total	%
A	Single-Ride/Round-Trip	69	1%
B	Monthly	2938	63%
C	Five-Day Pass	164	3%
D	Ten-Trip	1442	30%
E	TLC (Joint VRE-Metro Fare Card)	162	3%
Grand Total		4775	100%



**21) Where do you normally purchase your tickets?**

		Total	%
A	Vendor	2950	63%
B	Station Ticket Vending Machine (TVM)	1462	31%
C	Internet from www.commuterdirect.com	308	6%
Grand Total		4720	100%

**22) Does your employer provide the following? (Please circle all that apply)**

		Total
A	Metrochek transit subsidy	2999
B	Non-Metrochek transit subsidy	236
C	Pre-tax payment for transit passes	486
D	Free/subsidized employee parking	301
E	Other commuting benefit	222
F	SmartBenefits	581

**23) Can your transit subsidy be applied directly to a SmarTrip card?**

		Total	%
A	Yes	2464	63%
B	No	1429	37%
Grand Total		3893	100%

**24) Have you tried registering for SmartBenefits to buy your VRE tickets?**

		Total	%
A	Yes	508	11%
B	No	4011	89%
Grand Total		4519	100%

**25) If no, why not?**

		Total	%
A	Still able to receive Metrocheks	1672	47%
B	Don't want to pay \$6.50 for mailing fee	365	10%
C	Don't receive transit benefits	649	18%
D	Sign up process too confusing	281	8%
E	Ticket purchase options not convenient	604	17%
Grand Total		3571	100%

**26) When you need more detailed information about VRE, how do you go about getting it?**

		Total
A	I use the website	3978
B	I call VRE's office (703) 684-1001	175
C	I ask the conductor	266
D	I call the VRE 800 # (800-RIDE-VRE)	312
E	I check my email or log into the Train Talk system to check for updates	636

**27) Do you read the VRE Update, the bi-weekly on board newsletter?**

		Total	%
A	I never miss an issue	2125	45%
B	Sometimes	2365	50%
C	Never	270	5%
Grand Total		4760	100%

**28) Rate the usefulness of Daily Download – our on-line delay reports (10 being the highest)**

	Total	%	
1	773	18%	
2	132	3%	
3	172	4%	
4	178	4%	
5	430	10%	
6	410	10%	
7	561	14%	
8	771	18%	
9	320	8%	
10	441	11%	
Grand Total		4188	100%

**30) Have you heard any of the VRE radio ads this year?**

		Total	%
A	Yes	1951	41%
B	No	2809	59%
Grand Total		4760	100%

**31) Which radio station do you listen to most often in the Morning? (Choose only one)**

		Total	%			Total	%
A	WAMU FM/88.5	322	8%	N	WASH FM/97.1	127	3%
B	WBQB/101.5	223	5%	O	WFLS FM/93.3	220	5%
C	WTOP FM/103.5	1285	30%	P	WJFK FM/106.7	73	2%
D	WJZW FM/105.9	62	1%	Q	WMAL AM/630	139	3%
E	WMZQ FM/98.7	177	4%	R	WPGC FM/95.5	70	2%
F	WTEM AM/980	16	0%	S	WWRC AM/570	4	0%
G	WGRX FM/104.5	33	1%	T	WBIG FM/100.3	101	2%
H	WTGB FM/94.7	67	2%	U	WIHT FM/99.5	86	2%
I	WETA FM/90.9	104	2%	V	WJYJ FM/90.5	27	1%
J	WHUR FM/96.3	133	3%	W	WMMJ FM/102.3	52	1%
K	WKYS FM/93.9	32	1%	X	WRQX FM/107.3	110	3%
L	WYSK FM/99.3	36	1%	Y	OTHER	616	15%
M	WWDC FM/101.1	132	3%				
Grand Total		4247				100%	

**32) Which newspapers do you read daily? (Choose all that apply)**

		Total
A	Washington Post	2248
B	Fredericksburg Free-Lance Star	780
C	Wall Street Journal	237
D	USA Today	242
E	Washington Times	331
F	Potomac/Manassas Journal Messenger	236
G	New York Times	161
H	Other	1167

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

		Total
A	Traffic	2450
B	Old way of commuting became unattractive	670
C	Recommended by a friend	669
D	Co-workers	382
E	Website	56
F	Metrochek	487
G	New job	1406
H	New home	1225
I	Newspaper ad/Radio commercial	22
J	Guaranteed Ride Home	223
K	Joint service with Amtrak	95
L	Free bus connections	75
M	Friends on the train	68
N	I just love trains	177
O	Wanted to try the train, then liked it	599
P	Other	259

**34) For whom do you work?**

		Total	%
A	Federal, state or local government	2754	58%
B	Military agency or position	413	9%
C	Private Company	1237	25%
D	Association	221	5%
E	Self Employed	40	1%
F	Student	17	0%
G	Tourist	0	0%
H	Other	101	2%
Grand Total		4783	100%

**THE FOLLOWING INFORMATION WILL BE USED FOR STATISTICAL PURPOSES ONLY.**

**35) Your gender:**

		Total	%
A	Male	2957	62%
B	Female	1782	38%
Grand Total		4739	100%

**36) Your age:**

		Total	%
A	Under 18	7	0%
B	18-24	83	2%
C	25-34	600	13%
D	35-44	1146	24%
E	45-54	1695	35%
F	55-64	1088	23%
G	65+	119	3%
Grand Total		4738	100%

**37) Which best represents your annual household income?**

		Total	%
A	Under \$25,000	25	1%
B	\$25,000 - 49,999	161	4%
C	\$50,000 - 74,999	450	10%
D	\$75,000 - 99,999	676	16%
E	\$100,000 -124,999	912	21%
F	\$125,000 – 149,999	869	20%
G	\$150,000 -174,999	541	12%
H	\$175,000+	747	17%
Grand Total		4381	100%

**38) Do you:**

		Total	%
A	Own your home/ townhouse/ condo	4057	87%
B	Rent a home/ townhouse/ condo/ apartment/ room	597	13%
Grand Total		4654	100%

**39) Your Ethnic origin/Race: (Optional)**

		Total	%
A	Caucasian	3299	74%
B	African American	567	13%
C	Asian/Pacific Islander	242	5%
D	Hispanic	157	4%
E	Native American	36	1%
F	Multi-ethnic	49	1%
G	Other	98	2%
Grand Total		4448	100%

**40) Marital status:**

		Total	%
A	Married	3595	78%
B	Single	635	14%
C	Widowed/ Divorced	378	8%
Grand Total		4608	100%

**Customer Service:****Responsiveness of VRE Staff**

G1	Grand Total	%
A	1172	31%
B	1813	47%
C	675	18%
D	112	3%
F	43	1%
N/A	216	
Grand Total*	3815	100%

**Friendliness of VRE Staff**

G2	Grand Total	%
A	1798	40%
B	1868	41%
C	700	15%
D	146	3%
F	30	1%
N/A	98	
Grand Total*	4542	100%

**VRE Follow-Up to Delays Or Problems**

G3	Grand Total	%
A	621	14%
B	1485	34%
C	1381	32%
D	658	15%
F	225	5%
N/A	224	
Grand Total*	4370	100%

**Lost And Found Department**

G4	Grand Total	%
A	826	38%
B	675	30%
C	428	20%
D	141	7%
F	98	5%
N/A	2736	
Grand Total*	2168	100%

**Usefulness of Rail Time**

G5	Grand Total	%
A	937	26%
B	1436	38%
C	946	26%
D	250	7%
F	92	3%
N/A	858	
Grand Total*	3661	100%

**Timeliness of E-Mail Responses**

G6	Grand Total	%
A	392	16%
B	872	35%
C	741	30%
D	305	12%
F	175	7%
N/A	2032	
Grand Total*	2485	100%

**Quality of E-Mail Responses**

G7	Grand Total	%
A	479	19%
B	938	38%
C	686	28%
D	223	9%
F	143	6%
N/A	2005	
Grand Total*	2469	100%

**Quality of Website**

G8	Grand Total	%
A	1037	24%
B	2175	50%
C	927	22%
D	108	3%
F	22	1%
N/A	280	
Grand Total*	4269	100%

**Timeliness of Website Information**

G9	Grand Total	%
A	796	20%
B	1770	45%
C	1080	28%
D	230	6%
F	52	1%
N/A	587	
Grand Total*	3928	100%

**Timeliness of Train Talk (E-Mail News Service)**

G10	Grand Total	%
A	643	21%
B	1312	42%
C	871	28%
D	221	7%
F	65	2%
N/A	1362	
Grand Total*	3112	100%

**Quality of Train Talk**

G11	Grand Total	%
A	668	20%
B	1452	44%
C	996	30%
D	149	5%
F	42	1%
N/A	1180	
Grand Total*	3307	100%

**Overall Communication With Passengers**

G12	Grand Total	%
A	765	17%
B	2022	46%
C	1242	28%
D	288	7%
F	75	2%
N/A	152	
Grand Total*	4392	100%

**Train Crew Members:****Are Knowledgeable About VRE Operations**

G13	Grand Total	%
A	2068	48%
B	1688	39%
C	469	12%
D	45	1%
F	17	0%
N/A	291	
Grand Total*	4287	100%

**Are Helpful**

G14	Grand Total	%
A	2117	46%
B	1802	40%
C	515	11%
D	93	2%
F	29	1%
N/A	75	
Grand Total*	4556	100%

**Are Courteous**

G15	Grand Total	%
A	2036	44%
B	1774	39%
C	605	13%
D	135	3%
F	47	1%
N/A	33	
Grand Total*	4597	100%

**Make Regular Station Announcements**

G16	Grand Total	%
A	1664	36%
B	1663	36%
C	870	20%
D	294	6%
F	77	2%
N/A	43	
Grand Total*	4568	100%

**Make Timely Delay Announcements**

G17	Grand Total	%
A	1410	31%
B	1592	35%
C	1017	22%
D	416	9%
F	134	3%
N/A	37	
Grand Total*	4569	100%

**Check Tickets Regularly**

G18	Grand Total	%
A	1653	37%
B	1748	38%
C	797	17%
D	287	6%
F	113	2%
N/A	28	
Grand Total*	4598	100%

**Present A Professional Appearance**

G19	Grand Total	%
A	2350	52%
B	1743	38%
C	434	9%
D	49	1%
F	17	0%
N/A	18	
Grand Total*	4593	100%

**Overall Crew Performance**

G20	Grand Total	%
A	1774	39%
B	2082	45%
C	618	14%
D	83	2%
F	17	0%
N/A	19	
Grand Total*	4574	100%

**VRE Operations:****Convenience of Schedules**

G21	Grand Total	%
A	799	17%
B	1838	40%
C	1286	27%
D	586	13%
F	142	3%
N/A	14	
Grand Total*	4651	100%

**Automated Phone System (800 RIDE VRE)**

G26	Grand Total	%
A	278	18%
B	616	39%
C	496	32%
D	122	8%
F	50	3%
N/A	2829	
Grand Total*	1562	100%

**On-Time Performance**

G22	Grand Total	%
A	372	8%
B	1807	39%
C	1460	31%
D	752	17%
F	250	5%
N/A	14	
Grand Total*	4641	100%

**Reliability of Ticket Vending Machines**

G27	Grand Total	%
A	371	9%
B	1213	30%
C	1395	35%
D	784	20%
F	226	6%
N/A	509	
Grand Total*	3989	100%

**Cleanliness of Trains**

G23	Grand Total	%
A	1729	37%
B	2097	45%
C	631	14%
D	139	3%
F	34	1%
N/A	8	
Grand Total*	4630	100%

**Ease of Buying a Ticket**

G28	Grand Total	%
A	1098	25%
B	1728	40%
C	1070	24%
D	393	9%
F	84	2%
N/A	141	
Grand Total*	4373	100%

**Cleanliness of Stations**

G24	Grand Total	%
A	1427	31%
B	2103	46%
C	819	18%
D	167	4%
F	59	1%
N/A	28	
Grand Total*	4575	100%

**Ease of Redeeming Metrocheks**

G29	Grand Total	%
A	893	28%
B	1129	34%
C	718	22%
D	376	11%
F	161	5%
N/A	1182	
Grand Total*	3277	100%

**Communication Between VRE Staff & Riders**

G25	Grand Total	%
A	975	22%
B	1940	44%
C	1135	26%
D	275	6%
F	83	2%
N/A	124	
Grand Total*	4408	100%

**Station Parking Availability**

G30	Grand Total	%
A	1092	25%
B	1434	33%
C	946	22%
D	566	13%
F	276	7%
N/A	208	
Grand Total*	4314	100%

**Quality of Public Address System on Train**

G31	Grand Total	%
A	595	13%
B	1536	35%
C	1498	34%
D	668	15%
F	145	3%
N/A	100	
Grand Total*	4442	100%

**Quality of Public Address System on Platform**

G32	Grand Total	%
A	611	14%
B	1460	33%
C	1442	33%
D	673	15%
F	224	5%
N/A	123	
Grand Total*	4410	100%

**Timeliness of Platform Information**

G33	Grand Total	%
A	464	11%
B	1243	28%
C	1572	36%
D	853	19%
F	282	6%
N/A	86	
Grand Total*	4414	100%

**Personal Security at Station and on Train**

G34	Grand Total	%
A	965	23%
B	1669	40%
C	1142	28%
D	262	6%
F	108	3%
N/A	329	
Grand Total*	4146	100%

**Safety of Train Equipment**

G35	Grand Total	%
A	1112	27%
B	1889	47%
C	947	23%
D	102	2%
F	37	1%
N/A	389	
Grand Total*	4087	100%

**Station Signage**

G36	Grand Total	%
A	1036	24%
B	1971	46%
C	1099	25%
D	173	4%
F	55	1%
N/A	137	
Grand Total*	4334	100%

**Level of Fare for Quality and Value of Service**

G37	Grand Total	%
A	705	16%
B	1797	40%
C	1469	32%
D	410	9%
F	114	3%
N/A	28	
Grand Total*	4495	100%

**Overall Service Quality**

G38	Grand Total	%
A	811	18%
B	2377	53%
C	1119	25%
D	188	4%
F	19	0%
N/A	28	
Grand Total*	4514	100%