

2011 Customer Opinion Survey Results



VRE's 2011 Customer Opinion Survey was conducted onboard all morning northbound trains on May 11, 2011. Below are the results from that survey. 5,629 riders responded out of the 10,259 morning passengers that day.

We appreciate your time and for riding the Virginia Railway Express.

1) What train are you riding right now?

		Total	
A	Manassas 322	434	8%
B	Manassas 324	535	10%
C	Manassas 326	536	10%
D	Manassas 328	636	11%
E	Manassas 330	470	8%
F	Manassas 332	385	7%
G	Amtrak 176	10	0%
H	Amtrak 86	41	1%
I	Amtrak 174	45	1%
J	Amtrak 84	11	0%
K	Fredericksburg 300	308	5%
L	Fredericksburg 302	301	5%
M	Fredericksburg 304	487	9%
N	Fredericksburg 306	474	8%
O	Fredericksburg 308	411	7%
P	Fredericksburg 310	334	6%
Q	Fredericksburg 312	206	4%
Grand Total		5624	100%

2) What train will you take this evening?

		Total	
A	Fredericksburg 301	42	1%
B	Fredericksburg 303	544	10%
C	Fredericksburg 305	535	10%
D	Fredericksburg 307	549	10%
E	Fredericksburg 309	513	9%
F	Fredericksburg 311	282	5%
G	Fredericksburg 313	104	2%
H	Manassas 325	47	1%
I	Manassas 327	568	10%
J	Manassas 329	735	13%
K	Manassas 331	712	13%
L	Manassas 333	461	8%
M	Manassas 335	289	5%
N	Manassas 337	115	2%
O	Amtrak 125	29	1%
P	Amtrak 171	14	0%
Q	Amtrak 93	19	0%
R	Amtrak 85	7	0%
Grand Total		5565	100%

3) How long have you been riding VRE?

		Total	
A	Less than a year	1111	20%
B	1-3 years	1773	32%
C	4-6 years	1090	19%
D	7-9 years	656	12%
E	10-12 years	450	8%
F	13-15 years	216	4%
G	16-17 years	138	2%
H	Since the beginning	176	3%
Grand Total		5610	100%

4) Has VRE service improved over the last year?

		Total	
A	Yes	2705	49%
B	No	483	9%
C	Same	1473	27%
D	No comment	841	15%
Grand Total		5502	100%

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

		Total	%
A	On-time performance	2214	40%
B	Lack of seats	975	18%
C	Lack of parking	379	7%
D	Older equipment	165	3%
E	Cost	673	12%
F	Communication	57	1%
G	Security	113	2%
H	Frequency of service	574	10%
I	Crews	42	1%
J	Other	94	2%
K	No concerns	277	5%
Grand Total		5563	100%

6) What do you think should be VRE's top priority to address within the next year?

		Total	%
A	More seats on the trains	1907	35%
B	More parking at stations	588	11%
C	More frequent service	1452	27%
D	Reverse flow service	289	5%
E	Implementing SmarTrip capabilities	620	11%
F	Implementing WiFi	564	10%
Grand Total		5420	100%

7) At which VRE station did you board this morning?

		Total	%
A	Broad Run	866	15%
B	Manassas	635	11%
C	Manassas Park	588	10%
D	Burke Centre	592	11%
E	Rolling Road	251	4%
F	Backlick Road	64	1%
G	Fredericksburg	940	17%
H	Leeland Road	593	11%
I	Brooke	275	5%
J	Quantico	165	3%
K	Rippon	300	5%
L	Woodbridge	210	4%
M	Lorton	107	2%
N	Franconia/Springfield	15	0%
O	Alexandria	7	0%
Grand Total		5608	100%

8) At which station will you detrain this morning?

		Total	%
A	Union Station	1101	20%
B	L'Enfant	2272	40%
C	Crystal City	1282	23%
D	Alexandria	537	10%
E	Backlick Road	19	0%
F	Quantico	128	2%
G	Woodbridge	33	1%
H	Lorton	118	2%
I	Franconia/Springfield	96	2%
J	Rippon	19	0%
K	Other	7	0%
Grand Total		5612	100%

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

		Total	%
A	Fewer than 5 miles	3059	55%
B	5-10 miles	1544	28%
C	11-15 miles	517	9%
D	16-20 miles	197	4%
E	21-25 miles	110	2%
F	More than 25 miles	184	3%
Grand Total		5611	100%

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

		Total	%
A	Drove alone / Parked	4297	81%
B	Drove / Rode with others and parked	300	6%
C	Dropped off by car	401	8%
D	Metrobus	2	0%
E	Walked	226	4%
F	Bike	21	0%
G	OmniLink	5	0%
H	Fairfax Connector	0	0%
I	DASH	5	0%
J	FRED	33	1%
L	Other	0	0%
Grand Total		5290	100%

11) What is your home zip code?

Zip	Total	Zip	Total	Zip	Total	Zip	Total
22405	417	22642	6	20162	1	22639	1
20111	383	22314	5	20163	1	22645	1
20110	357	22534	5	20171	1	22652	1
20136	339	22310	4	20180	1	22655	1
22015	333	22315	4	20182	1	22707	1
22554	288	23116	4	20198	1	22709	1
22407	258	23117	4	20210	1	22718	1
22191	255	20128	3	20222	1	22720	1
22408	220	22041	3	20556	1	22721	1
20112	212	22125	3	20696	1	22726	1
22032	195	22520	3	20755	1	22727	1
22401	182	22705	3	20774	1	22731	1
20155	155	22724	3	21133	1	22735	1
22406	126	22734	3	22004	1	22740	1
20109	112	23024	3	22010	1	22749	1
22192	103	23238	3	22013	1	22807	1
22193	94	23294	3	22022	1	22812	1
20169	85	20105	2	22028	1	22851	1
22079	76	20108	2	22034	1	22901	1
22039	73	20148	2	22038	1	22936	1
20181	71	20153	2	22048	1	22948	1
22556	66	20165	2	22052	1	22963	1
20187	62	20401	2	22066	1	23009	1
22152	58	22060	2	22101	1	23040	1
22553	58	22111	2	22181	1	23047	1
22030	53	22443	2	22202	1	23059	1
22485	52	22535	2	22206	1	23069	1
20121	51	22538	2	22212	1	23086	1
20124	40	22657	2	22215	1	23093	1
22172	37	22663	2	22225	1	23111	1
22551	36	22736	2	22309	1	23113	1
22003	31	22737	2	22318	1	23150	1
20120	30	22742	2	22334	1	23188	1
22153	28	22960	2	22402	1	23220	1
22546	28	23060	2	22421	1	23221	1
20186	27	23112	2	22427	1	23224	1
22026	27	23223	2	22428	1	23227	1
22151	26	23233	2	22438	1	23228	1
22508	26	23602	2	22445	1	23234	1
22025	23	23831	2	22451	1	23235	1
22701	22	23832	2	22457	1	23435	1
22033	16	01609	1	22458	1	23669	1
20119	15	20010	1	22469	1	23890	1
22580	15	20015	1	22476	1	24005	1
22134	14	20039	1	22501	1	24405	1
22150	14	20106	1	22503	1	24426	1
22712	14	20107	1	22514	1	25542	1
22728	13	20113	1	22539	1	26230	1
22630	12	20117	1	22550	1	27110	1
20137	8	20126	1	22559	1	29102	1
20151	7	20132	1	22567	1	29576	1
22031	7	20138	1	22601	1	30155	1
22105	7	20143	1	22602	1	33904	1
20115	6	20152	1	22603	1	70136	1
22312	6	20156	1	22627	1	77627	1

12) What is your work zip code?

Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total
22202	628	22079	17	22304	7	20522	3	22053	2	20221	1	20817	1	22300	1
22314	268	22310	17	20015	6	22010	3	22085	2	20259	1	20889	1	22307	1
20002	196	20222	16	20223	6	22015	3	22103	2	20300	1	20901	1	22308	1
20001	190	20314	16	20240	6	22054	3	22122	2	20312	1	20912	1	22323	1
20024	182	20407	16	20408	6	22132	3	22135	2	20315	1	20951	1	22334	1
20591	125	22331	16	20433	6	22182	3	22193	2	20320	1	20958	1	22337	1
20005	112	20219	15	20531	6	22192	3	22211	2	20322	1	21033	1	22342	1
20004	96	20237	15	20565	6	22210	3	22214	2	20335	1	21036	1	22350	1
22134	90	20544	15	20740	6	22222	3	22226	2	20377	1	21040	1	22363	1
22060	89	20554	15	22020	6	22305	3	22230	2	20378	1	21046	1	22376	1
20036	78	22315	15	22050	6	22554	3	22234	2	20385	1	21076	1	22404	1
20585	74	20374	14	22206	6	20019	2	22318	2	20398	1	21202	1	22405	1
20006	65	20376	14	22240	6	20029	2	22413	2	20402	1	21220	1	22406	1
20003	61	20534	14	22302	6	20030	2	22426	2	20411	1	21229	1	22410	1
20202	56	22332	14	20011	5	20034	2	22535	2	20415	1	21314	1	22415	1
20590	48	20009	13	20025	5	20041	2	22553	2	20416	1	21590	1	22460	1
20410	46	20220	13	20032	5	20042	2	22591	2	20421	1	21815	1	22510	1
20250	45	20226	13	20520	5	20043	2	02202	1	20423	1	21858	1	22529	1
22209	44	20401	13	20547	5	20052	2	02215	1	20424	1	22000	1	22531	1
20210	43	22150	13	20594	5	20054	2	05282	1	20425	1	22006	1	22532	1
20515	42	22191	13	20706	5	20065	2	12000	1	20427	1	22009	1	22539	1
20472	39	20318	12	20852	5	20080	2	12005	1	20428	1	22014	1	22543	1
20212	38	20560	12	22024	5	20101	2	20000	1	20442	1	22019	1	22548	1
20310	35	20230	11	22032	5	20109	2	20014	1	20444	1	22026	1	22549	1
20529	34	20319	11	22102	5	20111	2	20021	1	20456	1	22027	1	22590	1
20426	32	20598	11	22401	5	20122	2	20031	1	20458	1	22028	1	22726	1
20535	32	22301	11	20012	4	20190	2	20035	1	20500	1	22029	1	23006	1
20201	31	20007	10	20020	4	20208	2	20039	1	20502	1	22035	1	23018	1
20510	30	22151	10	20026	4	20211	2	20046	1	20505	1	22037	1	23035	1
20530	29	20013	9	20151	4	20217	2	20047	1	20506	1	22040	1	23075	1
20593	29	20049	9	20388	4	20227	2	20050	1	20509	1	22046	1	23101	1
22201	29	22030	9	20405	4	20246	2	20058	1	20537	1	22059	1	23201	1
20549	28	20008	8	20507	4	20254	2	20059	1	20545	1	22061	1	23210	1
20546	26	20307	8	20543	4	20285	2	20060	1	20552	1	22068	1	23312	1
22203	26	20436	8	20755	4	20325	2	20064	1	20573	1	22101	1	23412	1
22204	26	22041	8	20815	4	20375	2	20068	1	20575	1	22104	1	23491	1
20330	24	22153	8	20892	4	20422	2	20070	1	20579	1	22133	1	23506	1
20536	24	22212	8	22002	4	20451	2	20071	1	20581	1	22136	1	23696	1
22313	24	22303	8	22003	4	20525	2	20085	1	20586	1	22152	1	24060	1
20229	22	22311	8	22033	4	20532	2	20103	1	20589	1	22157	1	24221	1
20350	22	22312	8	22309	4	20559	2	20120	1	20592	1	22159	1	24702	1
20540	22	20016	7	22515	4	20577	2	20133	1	20596	1	22160	1	25090	1
20420	20	20110	7	20017	3	20782	2	20135	1	20597	1	22171	1	25326	1
20260	19	20228	7	20018	3	20850	2	20139	1	20601	1	22172	1	25953	1
20460	19	20340	7	20022	3	21002	2	20145	1	20640	1	22190	1	27041	1
20528	19	20380	7	20044	3	22004	2	20150	1	20693	1	22200	1	27134	1
20548	19	20417	7	20045	3	22005	2	20153	1	20701	1	22205	1	29576	1
20224	18	20447	7	20203	3	22012	2	20155	1	20705	1	22207	1	30025	1
20301	18	20523	7	20303	3	22021	2	20156	1	20746	1	22208	1	30210	1
20010	17	20526	7	20373	3	22023	2	20158	1	20757	1	22218	1	43059	1
20037	17	20580	7	20463	3	22031	2	20171	1	20762	1	22232	1	60004	1
20910	17	22022	7	20503	3	22042	2	20192	1	20785	1	22245	1	80814	1
		22215	7	20511	3	22052	2	20215	1	20814	1	22292	1		

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

		Total	%
A	Walk	3709	68%
B	Bike	13	0%
C	Taxi	17	0%
D	Metrorail	1190	22%
E	Car	219	4%
F	Metrobus	174	3%
G	ART bus	8	0%
H	MARC	14	0%
I	DASH	34	1%
J	Fairfax Connector	29	1%
K	DC Circulator	30	1%
Grand Total		5437	100%

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

		Total	%
A	Daily	458	8%
B	Once a week	83	1%
C	2-3 times per week	168	3%
D	2-3 times per month	179	3%
E	Once a month or less	691	12%
F	Never	4021	72%
Grand Total		5600	100%

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

		Total	%
A	Always use VRE	1577	28%
B	Drive alone	2143	39%
C	Carpool	238	4%
D	Vanpool	5	0%
E	Car and Metrorail	964	17%
F	Bus	39	1%
G	Car and Bus	48	1%
H	Bus and Metrorail	76	1%
I	Metrorail	197	4%
J	"Slug"	169	3%
K	Other	105	2%
Grand Total		5561	100%

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

		Total	%
A	Drove alone	2342	42%
B	Carpool	418	8%
C	Vanpool	158	3%
D	Car and Metrorail	562	10%
E	Bus	154	3%
F	Car and Bus	89	2%
G	Bus and Metrorail	217	4%
H	Metrorail	312	6%
I	"Slug"	204	4%
J	I Have Always Used VRE	996	18%
K	Other	116	2%
Grand Total		5568	100%

17) How often do you normally ride VRE?

		Total	%
A	Once a week	42	1%
B	Twice a week	71	1%
C	Three times a week	333	6%
D	Four times a week	967	17%
E	Five times a week	4090	73%
F	Once or Twice a month	31	1%
G	A few times per year	40	1%
H	This is my first ride	24	0%
Grand Total		5598	

18) 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	246	4%
B	8-10 times per month	88	2%
C	5-7 times per month	317	6%
D	2-4 times per month	1253	23%
E	Once a month or less	2084	38%
F	Never	1565	28%
Grand Total		5553	100%

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

		Total	%
A	Yes, 1 day	819	15%
B	Yes, 2 days	196	4%
C	Yes, more than 2 days	54	1%
D	No	4498	81%
Grand Total		5567	100%

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

		Total
A	Monday	336
B	Tuesday	215
C	Wednesday	154
D	Thursday	237
E	Friday	607

21) Does your employer offer flex scheduling and if so, what is your schedule?

		Total	%
A	4, 10-hour days	179	3%
B	9-hour days with 1 day off every two weeks	1222	22%
C	Other	673	12%
D	I do not have flex scheduling	3424	62%
Grand Total		5498	100%

22) What type of ticket do you normally use?

		Total	%
A	Single-Ride/Round-Trip	110	2%
B	Monthly	4028	72%
C	Five-Day Pass	137	2%
D	Ten-Trip	1194	21%
E	TLC (Joint VRE-Metro Fare Card)	113	2%
Grand Total		5582	100%

23) Where do you normally purchase your tickets?

		Total	%
A	Vendor	2833	51%
B	Station Ticket Vending Machine (TVM)	1409	25%
C	Internet from www.commuterdirect.com	1289	23%
Grand Total		5531	100%

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

		Total
A	SmartBenefit transit subsidy	3788
B	Non-SmartBenefit transit subsidy	451
C	Pre-tax payment for transit passes	661
D	Free/subsidized employee parking	389
E	Other commuting benefit	299

25) Have you registered with the SmartBenefits personalized account service to buy your VRE tickets through CommuterDirect?

		Total	%
A	Yes	2123	38%
B	No	3408	62%
Grand Total		5531	100%

26) If no, why not?

		Total	%
A	Still able to receive SmartBenefit Vouchers	1329	41%
B	Don't want to wait for tickets through mail	299	9%
C	Don't receive transit benefits	630	19%
D	Sign up too confusing or not convenient	271	8%
E	Prefer other ticket purchase options	704	22%
Grand Total		3233	100%

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

		Total
A	I use the website	4700
B	I call VRE's office (703) 684-1001	204
C	I ask the conductor	275
D	I call the VRE 800 # (800-RIDE-VRE)	184
E	I check my email or log into the Train Talk system to check for updates	967
F	I check VRE's Facebook page	41
G	I check VRE's Twitter feed	69

28) Do you read the VRE Update, the monthly on board newsletter?

		Total	%
A	I never miss an issue	2534	45%
B	Sometimes	2615	47%
C	Never	427	8%
Grand Total		5576	100%

29) If VRE provided Wi-Fi service, I would

		Total	%
A	Prefer "Pay as You Go" Fees	210	4%
B	Prefer to pay one unlimited fee	298	6%
C	Not use it unless it was free	4839	90%
Grand Total		5347	100%

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

	Total	%
1	982	20%
2	158	3%
3	228	5%
4	189	4%
5	584	12%
6	442	9%
7	612	12%
8	863	17%
9	435	9%
10	540	11%
Grand Total	5033	100%

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

		Total	%			Total	%
A	WAMU FM/88.5	448	9%	N	WASH FM/97.1	119	2%
B	WBQB/101.5	164	3%	O	WFLS FM/93.3	183	4%
C	WTOP FM/103.5	1679	33%	P	WJFK FM/106.7	107	2%
D	WJZW FM/105.9	82	2%	Q	WMAL AM/630	170	3%
E	WMZQ FM/98.7	162	3%	R	WPGC FM/95.5	93	2%
F	WTEM AM/980	31	1%	S	WWRC AM/570	1	0%
G	WGRX FM/104.5	45	1%	T	WBIG FM/100.3	90	2%
H	WTGB FM/94.7	52	1%	U	WIHT FM/99.5	176	3%
I	WETA FM/90.9	99	2%	V	WJYJ FM/90.5	99	2%
J	WHUR FM/96.3	161	3%	W	WMMJ FM/102.3	61	1%
K	WKYS FM/93.9	50	1%	X	WRQX FM/107.3	107	2%
L	WYSK FM/99.3	37	1%	Y	OTHER	745	15%
M	WWDC FM/101.1	156	3%				
Grand Total				5117		100%	

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

		Total
A	Washington Post	2317
B	Fredericksburg Free-Lance Star	809
C	Wall Street Journal	299
D	USA Today	304
E	Washington Times	245
F	Potomac/Manassas Journal Messenger	202
G	New York Times	307
H	Other	1497

33) Which social networking sites do you use (Choose all that apply)

		Total
A	Facebook	2961
B	MySpace	77
C	LinkedIn	1242
D	Twitter	430
E	Friendster	9
F	Digg	32
G	Other	252

34) Which type of smartphone would you prefer to use?

		Total	%
A	Windows	133	2%
B	Blackberry	1461	27%
C	iPhone	1299	24%
D	Android	1251	23%
E	Palm	47	1%
F	None or N/A	1212	22%
Grand Total		5403	100%

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

		Total
A	Traffic	3103
B	Old way of commuting became unattractive	743
C	Recommended by a friend	821
D	Co-workers	328
E	Website	46
F	SmartBenefits	1016
G	New job	1692
H	New home	1268
I	Newspaper ad/Radio commercial	17
J	Guaranteed Ride Home	320
K	Joint service with Amtrak	122
L	Free bus connections	92
M	Friends on the train	89
N	I just love trains	261
O	Wanted to try the train, then liked it	704
P	Other	257

36) For whom do you work?

		Total	%
A	Federal government	3544	64%
B	State government	38	1%
C	Local government	47	1%
D	Military agency or position	293	5%
E	Private Company	1234	22%
F	Association	183	3%
G	Self Employed	35	1%
H	Student	18	0%
I	Tourist	1	0%
J	Other	149	3%
Grand Total		5542	100%

VRE Report Card

Please circle a rating for each of the items below:

Key: A = Excellent B = Very Good C = Average
D = Needs improvement F = Poor N/A = No Opinion

Customer Service:

Responsiveness of VRE Staff

	Grand Total	%
A	2610	46%
B	2156	38%
C	695	12%
D	114	2%
F	45	1%
N/A	279	
Grand Total*	5620	100%

Timeliness of E-Mail Responses

	Grand Total	%
A	518	17%
B	1053	34%
C	911	29%
D	450	15%
F	161	5%
N/A	2275	
Grand Total*	3093	100%

Friendliness of VRE Staff

	Grand Total	%
A	2421	45%
B	2031	38%
C	737	14%
D	144	3%
F	45	1%
N/A	91	
Grand Total*	5378	100%

Quality of E-Mail Responses

	Grand Total	%
A	600	20%
B	1126	37%
C	843	28%
D	353	12%
F	138	5%
N/A	2279	
Grand Total*	3060	100%

VRE Follow-Up to Delays Or Problems

	Grand Total	%
A	764	15%
B	1755	35%
C	1746	34%
D	597	12%
F	213	4%
N/A	345	
Grand Total*	5075	100%

Quality of Website

	Grand Total	%
A	1176	23%
B	2624	51%
C	1163	23%
D	169	3%
F	34	1%
N/A	243	
Grand Total*	5166	100%

Lost And Found Department

	Grand Total	%
A	852	37%
B	735	32%
C	439	19%
D	175	8%
F	124	5%
N/A	3061	
Grand Total*	2325	100%

Timeliness of Website Information

	Grand Total	%
A	1054	22%
B	2168	45%
C	1287	27%
D	268	6%
F	47	1%
N/A	534	
Grand Total*	4824	100%

Usefulness of Rail Time

	Grand Total	%
A	1346	31%
B	1820	41%
C	945	22%
D	221	5%
F	56	1%
N/A	1004	
Grand Total*	4388	100%

Timeliness of Train Talk (E-Mail News Service)

	Grand Total	%
A	853	21%
B	1812	44%
C	1062	26%
D	255	6%
F	94	2%
N/A	1276	
Grand Total*	4076	100%

Quality of Train Talk

	Grand Total	%
A	876	21%
B	2021	48%
C	1089	26%
D	178	4%
F	61	1%
N/A	1109	
Grand Total*	4225	100%

Make Regular Station Announcements

	Grand Total	%
A	2120	39%
B	1921	36%
C	988	18%
D	290	5%
F	79	1%
N/A	61	
Grand Total*	5398	100%

Overall Communication With Passengers

	Grand Total	%
A	952	18%
B	2516	48%
C	1346	26%
D	304	6%
F	84	2%
N/A	183	
Grand Total*	5202	100%

Make Timely Delay Announcements

	Grand Total	%
A	1738	32%
B	1927	36%
C	1102	21%
D	452	8%
F	139	3%
N/A	92	
Grand Total*	5358	100%

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

	Grand Total	%
A	2107	43%
B	1943	40%
C	694	14%
D	122	2%
F	26	1%
N/A	516	
Grand Total*	4892	100%

Check Tickets Regularly

	Grand Total	%
A	2167	40%
B	2094	39%
C	838	15%
D	236	4%
F	94	2%
N/A	42	
Grand Total*	5429	100%

Are Helpful

	Grand Total	%
A	2462	46%
B	1998	38%
C	646	12%
D	150	3%
F	41	1%
N/A	159	
Grand Total*	5297	100%

Present A Professional Appearance

	Grand Total	%
A	3006	56%
B	1892	35%
C	412	8%
D	51	1%
F	14	0%
N/A	13	
Grand Total*	5375	100%

Are Courteous

	Grand Total	%
A	2611	48%
B	1911	35%
C	660	12%
D	165	3%
F	73	1%
N/A	46	
Grand Total*	5420	100%

Overall Crew Performance

	Grand Total	%
A	2224	41%
B	2319	43%
C	683	13%
D	126	2%
F	21	0%
N/A	23	
Grand Total*	5373	100%

VRE Operations:**Convenience of Schedules**

	Grand Total	%
A	861	16%
B	2303	43%
C	1569	29%
D	554	10%
F	98	2%
N/A	11	
Grand Total*	5385	100%

On-Time Performance

	Grand Total	%
A	696	13%
B	2629	49%
C	1454	27%
D	515	10%
F	95	2%
N/A	15	
Grand Total*	5389	100%

Cleanliness of Trains

	Grand Total	%
A	2620	48%
B	2199	41%
C	501	9%
D	74	1%
F	19	0%
N/A	9	
Grand Total*	5413	100%

Cleanliness of Stations

	Grand Total	%
A	2104	39%
B	2375	44%
C	759	14%
D	120	2%
F	34	1%
N/A	26	
Grand Total*	5392	100%

Communication Between VRE Staff & Riders

	Grand Total	%
A	1294	25%
B	2416	46%
C	1195	23%
D	268	5%
F	68	1%
N/A	128	
Grand Total*	5241	100%

Automated Phone System (684-0400/800 RIDE VRE)

	Grand Total	%
A	344	21%
B	636	38%
C	561	34%
D	94	6%
F	28	2%
N/A	3591	
Grand Total*	1663	100%

Reliability of Ticket Vending Machines

	Grand Total	%
A	663	15%
B	1599	36%
C	1400	32%
D	577	13%
F	156	4%
N/A	957	
Grand Total*	4395	100%

Ease of Buying a Ticket

	Grand Total	%
A	1575	30%
B	2025	39%
C	1137	22%
D	337	7%
F	104	2%
N/A	197	
Grand Total*	5178	100%

Ease of Redeeming SmartBenefits

	Grand Total	%
A	1092	29%
B	1186	32%
C	812	22%
D	446	12%
F	221	6%
N/A	1557	
Grand Total*	3757	100%

Station Parking Availability

	Grand Total	%
A	1262	24%
B	1631	32%
C	1193	23%
D	712	14%
F	357	7%
N/A	223	
Grand Total*	5155	100%

Quality of Public Address System on Train

	Grand Total	%
A	819	16%
B	1895	36%
C	1717	33%
D	648	12%
F	152	3%
N/A	143	
Grand Total*	5231	100%

Lighting at Morning Station

	Grand Total	%
A	1844	35%
B	2310	44%
C	922	18%
D	134	3%
F	24	0%
N/A	141	
Grand Total*	5234	100%

Quality of Public Address System on Platform

	Grand Total	%
A	730	14%
B	1624	31%
C	1833	35%
D	779	15%
F	239	5%
N/A	171	
Grand Total*	5205	100%

Lighting at Evening Station

	Grand Total	%
A	1788	35%
B	2260	44%
C	918	18%
D	130	3%
F	28	1%
N/A	247	
Grand Total*	5124	100%

Timeliness of Platform Information

	Grand Total	%
A	570	11%
B	1508	29%
C	1985	38%
D	904	17%
F	262	5%
N/A	111	
Grand Total*	5229	100%

Traffic Circulation at Station

	Grand Total	%
A	788	15%
B	1732	34%
C	1719	33%
D	661	13%
F	248	5%
N/A	200	
Grand Total*	5148	100%

Personal Security at Station and on Train

	Grand Total	%
A	1153	23%
B	2011	40%
C	1362	27%
D	344	7%
F	119	2%
N/A	360	
Grand Total*	4989	100%

Station Signage

	Grand Total	%
A	1207	23%
B	2273	44%
C	1365	26%
D	258	5%
F	54	1%
N/A	177	
Grand Total*	5157	100%

Safety of Train Equipment

	Grand Total	%
A	1620	34%
B	2178	45%
C	919	19%
D	77	2%
F	23	0%
N/A	495	
Grand Total*	4817	100%

Level of Fare for Quality and Value of Service

	Grand Total	%
A	976	18%
B	2360	44%
C	1595	30%
D	324	6%
F	69	1%
N/A	46	
Grand Total*	5324	100%

Overall Service Quality

	Grand Total	%
A	1293	24%
B	2904	54%
C	1035	19%
D	126	2%
F	13	0%
N/A	11	
Grand Total*	5371	100%

THE FOLLOWING DEMOGRAPHIC INFORMATION IS REQUESTED TO MEET FEDERAL TRANSIT ADMINISTRATION GUIDELINES.

37) Your gender:

		Total	%
A	Male	3329	61%
B	Female	2156	39%
Grand Total		5485	100%

38) Your age:

		Total	%
A	Under 18	8	0%
B	18-24	95	2%
C	25-34	735	13%
D	35-44	1266	23%
E	45-54	1942	36%
F	55-64	1241	23%
G	65+	181	3%
Grand Total		5468	100%

39) Which best represents your annual household income?

		Total	%
A	Under \$25,000	31	1%
B	\$25,000 - 49,999	161	3%
C	\$50,000 - 74,999	410	8%
D	\$75,000 - 99,999	760	15%
E	\$100,000 -124,999	1138	22%
F	\$125,000 – 149,999	885	17%
G	\$150,000 -174,999	719	14%
H	\$175,000+	1010	20%
Grand Total		5114	100%

40) Do you:

		Total	%
A	Own your home/ townhouse/ condo	4618	86%
B	Rent a home/ townhouse/ condo/ apartment/ room	762	14%
Grand Total		5380	100%

41) In your household, there are:

		Total	%
A	0 cars	29	1%
B	1 car	929	17%
C	2 cars	2834	52%
D	>2 cars	1636	30%
Grand Total		5428	100%

42) Your Ethnic origin/Race:

		Total	%
A	Caucasian	3609	69%
B	African American	761	15%
C	Asian/Pacific Islander	317	6%
D	Hispanic	225	4%
E	Native American	51	1%
F	Multi-ethnic	115	2%
G	Other	118	2%
Grand Total		5196	100%

43) What languages are you proficient in? (Circle all that apply)

		Total
A	Arabic	53
B	Mandarin/Cantonese	61
C	English	5083
D	French	246
E	German	188
F	Korean	48
G	Spanish	458
H	Other	400

44) Marital Status:

		Total	%
A	Married	4109	77%
B	Single	789	15%
C	Widowed/ Divorced	472	9%
Grand Total		5370	100%