

2006 Customer Opinion Survey



Welcome to VRE's 2006 Customer Opinion Survey!

It's that time again. Each year VRE surveys its customers to determine their opinions on various areas of VRE service and also to gauge the response to proposed changes. PLEASE take a few minutes to fill this out as every opinion counts. **If you have previously completed the survey online, please do not fill this out again.**

After completing this survey, you may hand it to a VRE staff person or leave it on your seat as you detrain.

Thank you for your time and for riding the Virginia Railway Express.

Please **circle** the letter of your response or fill in the blank.

1) What is the Zip Code of your home address?

Count	TRAIN														Grand Total	%	
	Q1	84	86	300	302	304	306	308	310	322	324	326	328	330			332
20106											2	1	1		2	6	0%
20109				1	1					13	13	16	18	20	8	90	2%
20110				5						38	60	61	71	35	56	326	7%
20111	1		1		1	1				38	53	53	65	43	32	288	6%
20112	2		2	2	1	1		2		25	33	25	28	25	19	165	3%
20115										1	6	1	1	2	1	12	0%
20119										6	4	1	1	5	2	19	0%
20120										3	1	2	5	4	3	18	0%
20121										2	4	8	3	5	3	25	1%
20124										8	4	5	18	3	6	44	1%
20136										54	70	56	43	38	18	279	6%
20137											2	2	2	1	1	8	0%
20152													2	2	2	6	0%
20155										17	15	25	21	16	10	104	2%
20169										11	14	8	8	3	3	47	1%
20181				1						16	10	7	13	9	7	63	1%
20186										2	5	3	4	9	3	26	1%
20187										5	23	15	12	10	5	70	1%
22003										4	2	3	10	4	3	26	1%
22015					2					36	46	63	103	57	41	348	7%
22025			4	7	3	4	4	2					1			25	1%
22026	2	1	4	4	3	8	4	3	1							30	1%
22030										2	4	9	8	4	3	30	1%
22032										11	31	24	49	19	27	161	3%
22039			1	2	3	1	1	1	13	13	17	18	7	3	80	2%	
22079	2		13	8	7	7	14	3								54	1%
22125	1		1	3	1											6	0%
22134			3		2	2										7	0%
22150				1				1		1			1	1	2	7	0%

Train #

22151									2	5	6	8	10	8	39	1%
22152			1			1			5	8	12	19	5	5	56	1%
22153			1	1	4	2	2		4	2	1	2			19	0%
22172			5	4	4	3	1								17	0%
22191	3	1	34	44	40	40	29	16							207	4%
22192	3		18	19	14	27	9	3		2	2	3	3	2	105	2%
22193	3	1	22	16	25	21	10	10	1	1		1			111	2%
22312									1	3		2	1		7	0%
22401	24	2	22	28	22	29	13	16	1						157	3%
22405	2		114	101	77	66	58	30	1						449	9%
22406	1		28	25	19	13	16	3	1	1					107	2%
22407	19	2	89	53	48	29	21	15	2	1					279	6%
22408	24	3	63	31	36	33	14	12							216	4%
22427	2			1	1			1							5	0%
22485	3	1	15	13	11	10	5	3							61	1%
22508	4	1	9	3	7	2	3	2							31	1%
22534			4		1	1									6	0%
22546	3		11	6	8	6		2							36	1%
22553	13	3	35	20	18	14	7	6							116	2%
22554	14	1	57	50	47	45	27	14							255	5%
22556	3	1	15	12	16	8	7	3		1					66	1%
22580	2		4	1				1							8	0%
22630			1							4	1		3	2	11	0%
22701			1	1		1			2	11	1	2	2	1	22	0%
22712				1			1		5	7	4	3	3	1	25	1%
22724										1	4				5	0%
22728					1				2	4	3			2	12	0%
22734									3	1			1	1	6	0%
23024			1	3	2										6	0%
23117	2		2	2		2									8	0%
Grand Total	133	17	581	469	425	377	246	150	338	465	439	546	350	282	4818	100%

2) What is the Zip Code of your workplace or destination today?

Count	TRAIN															Grand Total	%
	Q2	84	86	300	302	304	306	308	310	322	324	326	328	330	332		
20001	3	1	9	20	10	10	10	11	8	14	12	24	21	16	169	4%	
20002	7		16	11	8	11	9	9	3	7	14	23	12	10	140	3%	
20003			5	3	4	1		1	9	4	4	8	6	7	52	1%	
20004	4	1	3	7	6	6	7	2	3	4	3	8	12	15	81	2%	
20005	3		6	4	9	2	3	2	5	7	7	14	11	9	82	2%	
20006	3		3		6	7	6	4	3	5	4	9	15	5	70	2%	
20007					1	4		2	1	1		1			10	0%	
20008	1		1			1	2	1				1			7	0%	
20009	1		1	2				2			3	1	1		11	0%	
20010						1		2		1	3				7	0%	
20012					1	1			1						3	0%	
20013	1		1	2	1	1			1			2			9	0%	
20016			2	1	2		1						1		7	0%	
20017	1	1								3			1		6	0%	
20018	1									2					3	0%	
20020					1	1							2		4	0%	
20024	2		8	16	14	5	5	8	13	20	17	19	12	17	156	4%	
20026	1		1		1		1							1	5	0%	
20036	4		4	5	7	9	7		3	2	14	11	15	10	91	2%	
20037	3		1	2		1	3	1	2	3		3	2	3	24	1%	
20045							1				1	1			3	0%	
20049			1	1	1	1	1				1	2	1	3	12	0%	
20064			1	1		1		1				1	1		6	0%	
20065			1	1		1			1	1	1				6	0%	
20068			1	2		1									4	0%	
20110						1			3			1		2	7	0%	
20201			5	2	3	2	1	1	1	5	4	3	1	2	30	1%	
20202	5	1	4	6	6	4	3	1	2	5	5	5	6	4	57	1%	
20210	1		1	4	1		3		5	3	1	7	3	1	30	1%	
20212	2		6	4	4	4	2	3	6	7	3	6	3	5	55	1%	
20219			1	1	3	1			1	1	2	3	1		14	0%	
20220	2			2		1			1	1	1	1		1	10	0%	
20221			1	1	2								1		5	0%	
20222	1			1					1		2		2	2	9	0%	
20223			1									1		1	3	0%	
20224			3	2	3		2		1	3	4	4	1		23	1%	
20226	1		1	2			1			2	1				8	0%	
20228			2						2		1			1	6	0%	
20229	1		5	1	2				1	1	1		1		13	0%	
20230			1	1					1		4		2		9	0%	
20237			1	2	3		2		1		1	1	1	1	13	0%	
20240				1		3			3	1	1	1			10	0%	
20250	3		8	6	2		1		12	11	11	8	2		64	2%	
20260			2		3	2	2			6	4	4	1	1	25	1%	
20301	2		2	4	2	1		1	1	5	2	3		1	24	1%	
20303	1		1	1							2				5	0%	
20310	1		2	5	5	5		1	4	4	1	3	2		33	1%	
20314	1		4		2		1	1	2	1		4	1		17	0%	
20318			5				1		2			2	2		12	0%	
20319				2	1					3		1			7	0%	
20330			5		3					8	3			1	20	0%	
20340			1	1					1			1			4	0%	
20350			5	2	2				1	2	4		1		17	0%	
20373			1	1						1					3	0%	
20374			4	1					1				1		7	0%	
20376	1		5	3					4	3		1			17	0%	
20380			4	1	2					2					9	0%	

Train #

22079					2			2						4	0%	
22122			3		1	2								6	0%	
22134	1	2	5	8	7	8	7	7			1			1	47	1%
22150			1	1	1	3	2	1			1			1	11	0%
22151							3	2				1	1		7	0%
22153			1		6	1									9	0%
22191			2	1	6	4									15	0%
22192	1		2			2									6	0%
22201			5	7	5	2	3				1	2	2		27	1%
22202	4		94	74	67	49	23	12	43	56	72	69	36	19	618	15%
22203			4	5	3	3		1	3	1	1	2			23	1%
22204			3	3	2	1	2			1	1	2		1	16	0%
22206				1		2							2		5	0%
22207			1	2											3	0%
22209			8	7	12	6	3	2	3	11	4	4	5	3	68	2%
22212										1	2		2		5	0%
22215			1	1		2			1	1	1		2		9	0%
22226	1									1		1			3	0%
22230			1						1		1				3	0%
22240			1		1	1			1	2		2	2		10	0%
22301	2		2	1	4								1	3	13	0%
22302			1	1	1					1	1		1		6	0%
22304			1	3		1	2		1		1	1			10	0%
22305			1	1		1									3	0%
22309				1	2	2									5	0%
22310			8	2	3	2	1	4		1	1				22	1%
22311				3			1						2		6	0%
22312			2	2	3	1			2		1	1			12	0%
22313			8		2	3	2	1	6	4	4	6	3	2	41	1%
22314	10	3	20	19	33	39	29	20	4	10	17	38	19	19	280	7%
22315				2	1	1	1								5	0%
22330			2		1										3	0%
22331			4		1	3	2	1	1	3		2	1		18	0%
22332			11	2	6	8	2	1	2	3		6		2	43	1%
Grand Total	115	11	469	397	364	331	207	137	275	374	367	459	281	235	4022	100%

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

- | | | |
|------------------|-------------------|--------------------------|
| a) Broad Run | f) Backlick Road | k) Rippon |
| b) Manassas | g) Fredericksburg | l) Woodbridge |
| c) Manassas Park | h) Leeland Road | m) Lorton |
| d) Burke Centre | i) Brooke | n) Franconia/Springfield |
| e) Rolling Road | j) Quantico | o) Alexandria |

Count	TRAIN															
Q3	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A				6	1				157	205	150	123	109	64	815	16%
B			2	3		1			51	81	84	86	67	83	458	9%
C				1	2	1			62	87	88	110	77	48	476	9%
D				1	1		1		48	83	84	150	62	61	491	10%
E					2				31	37	55	81	45	34	285	6%
F								2	11	5	5	17	14	12	66	1%
G	112	13	273	176	158	126	64	62	3	1					988	19%
H	1		126	117	98	93	76	26	1	1					539	11%
I	2		61	54	48	40	38	17	1						261	5%
J	17	4	44	29	39	27	6	11							177	3%
K		1	48	57	53	57	43	19	1			1			280	5%
L	13		32	36	32	44	15	15							187	4%
M	2		15	11	16	10	18	4							76	1%
N			2	2	1	2		2							9	0%
O								1	2	1		1	1		6	0%
Grand Total	147	18	603	493	451	401	261	159	368	501	466	569	375	302	5114	100%

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

- | | | |
|------------------|------------------|--------------------------|
| a) Union Station | e) Backlick Road | i) Franconia/Springfield |
| b) L'Enfant | f) Quantico | j) Rippon |
| c) Crystal City | g) Woodbridge | k) Other |
| d) Alexandria | h) Lorton | |

Count	TRAIN															
Q4	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	44	7	97	88	52	65	51	40	74	89	85	130	89	77	988	19%
B	71	2	196	178	157	118	80	52	178	232	207	243	167	139	2020	40%
C	3		154	139	112	76	49	18	86	139	130	124	79	40	1149	23%
D	24	8	73	36	70	71	47	30	26	37	38	68	37	42	607	12%
E									1	1	2	2	3	2	11	0%
F	2	1	5	9	9	11	9	7							53	1%
G	1		5	3	7	9		2			1			1	29	1%
H			33	17	22	24	14	2	1						113	2%
I	1		35	18	19	25	8	8	1						115	2%
J	1		3	2			1								7	0%
K			1	1	1				2	1		1			7	0%
Grand Total	147	18	602	491	449	399	259	159	369	499	463	568	375	301	5099	100%

What train do you normally ride home? (Times shown represent departures from Union Station and include Amtrak trains - second number is the train number)

5) Manassas Line

- a) 1:05p / 51
- b) 1:15p / 325
- c) 3:45p / 327
- d) 4:25p / 329
- e) 5:00p / 331
- f) 5:30p / 333
- g) 6:10p / 335
- h) 6:30p / 19
- i) 6:50p / 337

6) Fredericksburg Line

- a) 12:55p / 301
- b) 2:30p / 95
- c) 3:38p / 303
- d) 4:05p / 305
- e) 4:45p / 307
- f) 5:15p / 309
- g) 5:50p / 93/83
- h) 6:00p / 311
- i) 6:40p / 313
- j) 7:00p / 85

Count	TRAIN														
Q5	84	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A		2	2						1				1	6	0%
B								8	2	1	4	3		18	1%
C	1	1	3	2		1	2	161	135	65	43	19	18	451	17%
D		1	3	6				91	163	139	123	56	29	611	24%
E		1	5	2	1	1		46	112	141	184	110	73	676	26%
F	1	2	2	1	3	1	1	27	54	80	129	110	77	488	19%
G				1				20	18	22	52	48	68	229	9%
H			1			1				2	2	2	7	15	1%
I		1						6	11	10	19	18	26	91	4%
Grand Total	2	8	16	12	4	4	3	359	496	460	556	367	298	2585	100%

Count	TRAIN															
Q6	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	1		4	2	3	1	2	1		2	2	2	1	2	23	1%
B		2	5	6		2			1	2	1				19	1%
C	5	1	177	89	52	38	18	16	2	1		1		400	16%	
D	17	2	142	131	105	55	22	14	2		2	1		493	19%	
E	22	2	152	121	126	118	50	26	1	3	2	2		626	25%	
F	29	2	73	93	97	96	69	39	1			3	1	1	504	20%
G	45	2	11	10	14	12	9	12	1		1			2	119	5%
H	16	2	23	23	33	48	65	25						2	237	9%
I	7		13	9	14	22	19	21					1	2	108	4%
J	3	5	1	2	4	4		3						2	24	1%
Grand Total	145	18	601	486	448	396	254	157	8	8	8	10	10	4	2553	100%

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

- a) Fewer than 5 miles
- b) 5-10 miles
- c) 11-15 miles
- d) 16-20 miles
- e) 21-25 miles
- f) More than 25 miles

Count	TRAIN															
Q7	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	44	3	213	221	186	173	125	72	212	290	307	398	231	198	2673	52%
B	48	7	237	161	147	148	87	52	83	111	95	113	92	59	1440	28%
C	25	4	91	55	54	33	28	18	32	30	34	31	24	16	475	9%
D	14	2	19	20	27	15	9	6	13	25	14	15	13	4	196	4%
E	6		20	14	14	9	3	3	8	12	4	5	4	10	112	2%
F	10	2	22	20	23	22	8	8	20	29	11	5	11	14	205	4%
Grand Total	147	18	602	491	451	400	260	159	368	497	465	567	375	301	5101	100%

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

- a) Drove alone / Parked
- b) Drove / Rode with others and parked
- c) Dropped off by car
- d) Metrobus
- e) Walked
- f) Bike
- g) OmniLink
- h) Fairfax Connector
- i) DASH
- j) Burke Centre EZ Bus
- k) Other

Count	TRAIN															
Q8	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	108	14	504	401	361	332	212	123	320	419	381	460	324	238	4197	82%
B	8		47	36	37	22	13	6	23	30	29	27	14	10	302	6%
C	22	2	28	37	38	29	27	18	13	17	32	45	18	37	363	7%
D										1					1	0%
E	8	1	19	17	14	13	8	7	9	16	17	23	12	8	172	3%
F	1		5		1	4	1	4	2	2	3		2	2	27	1%
G		1								1		2	2		6	0%
H				1											1	0%
I										1					1	0%
J										12	4	10	3	5	34	1%
K				1			1	1				1		1	5	0%
Grand Total	147	18	603	493	451	400	261	159	368	499	466	568	375	301	5109	100%

9) If given an incentive, would you carpool to the station with fellow VRE riders?

- a) Yes
- b) No

Count	TRAIN															
Q9	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	53	6	225	161	172	151	98	55	115	171	159	198	133	105	1802	36%
B	91	11	371	322	273	244	154	101	238	315	303	358	231	193	3205	64%
Grand Total	144	17	596	483	445	395	252	156	353	486	462	556	364	298	5007	100%

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

- a) Walk
- b) Bike
- c) Taxi
- d) Metrorail
- e) Car
- f) Metrobus
- g) ART bus
- h) MARC
- i) DASH
- j) Fairfax Connector
- k) DC Circulator
- l) Other

Count	TRAIN															
Q10	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	88	9	335	317	258	242	159	105	249	333	323	400	247	202	3267	64%
B	1		1	1	4	1	1			3			1		13	0%
C	2	1		1				1					1	2	8	0%
D	43	6	144	109	97	82	56	34	70	101	101	119	100	75	1137	22%
E	4	2	46	25	44	33	25	10	5	7	7	12	5	9	234	5%
F	4		28	10	20	7	9	3	18	18	8	13	8	2	148	3%
H			2		1	1			1	7	1			1	14	0%
I	1		6	6	8	7	4	3	3	2	1	5	2	1	49	1%
J			12	8	5	13	2		1	3		1			45	1%
K	1		1	1	4			1	1	2	4	9	3	6	33	1%
L	3		29	15	10	10	5	2	20	23	21	8	8	2	156	3%
Grand Total	147	18	603	493	448	400	261	159	368	499	466	567	375	300	5104	100%

11) How long does it take to reach your final destination once you detrain?

- a) Less than 5 minutes
- b) 5-10 minutes
- c) 11-15 minutes
- d) 16-20 minutes
- e) 21 + minutes

Count	TRAIN															
Q11	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	30	4	113	110	109	64	51	40	79	126	108	152	108	78	1172	23%
B	46	4	192	153	133	126	89	58	108	148	176	190	108	102	1633	32%
C	32	4	131	108	103	113	64	33	106	125	107	134	83	59	1202	24%
D	20	3	84	69	62	65	29	12	43	61	50	56	52	45	651	13%
E	19	2	84	52	44	32	27	16	32	38	25	36	24	17	448	9%
Grand Total	147	17	604	492	451	400	260	159	368	498	466	568	375	301	5106	100%

12) How often do you use a mid-day train (FRED #301 or MAN #325)?

- a) Daily
- b) Once a week
- c) 2-3 times per week
- d) 2-3 times per month
- e) Once a month or less
- f) Never

Count	TRAIN															
Q12	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	3		5	3	5	4	2	1	7	4	3	4	2	1	44	1%
B	12	1	36	29	29	20	10	8	32	41	29	31	18	21	317	6%
C	1	2	9	12	2	3	1	4	17	6	6	9	10	3	85	2%
D	29	4	155	93	101	65	48	36	110	109	111	133	70	62	1126	22%
E	64	6	315	275	239	223	133	67	151	269	252	283	191	150	2618	52%
F	36	5	81	79	70	83	67	43	46	68	64	104	81	61	888	17%
Grand Total	145	18	601	491	446	398	261	159	363	497	465	564	372	298	5078	100%

- 13) How often do you travel on an Amtrak train with a VRE ticket (Monthly, TLC, Five-Day or Ten-Trip) and Step-Up?
- a) Daily
 - b) Once a week
 - c) 2-3 times per week
 - d) 2-3 times per month
 - e) Once a month or less
 - f) Never

Count	TRAIN															
Q13	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	69	6	14	16	12	16	9	7	12	11	9	13	10	4	208	4%
B	9		10	12	9	12	6	12	4	2	3		1	1	81	2%
C	47	4	13	9	12	20	16	21		1		3	1		147	3%
D	11	3	60	47	47	46	17	19	10	4	7	3	3	8	285	6%
E	7	3	176	131	129	123	67	33	31	41	60	52	43	50	946	19%
F	3	2	330	274	239	182	146	67	311	437	385	496	316	237	3425	67%
Grand Total	146	18	603	489	448	399	261	159	368	496	464	567	374	300	5092	100%

- 14) How do you get to work on the days you do not ride the VRE?
- a) Always use VRE
 - b) Drive alone
 - c) Carpool
 - d) Vanpool
 - e) Car and Metrorail
 - f) Bus
 - g) Car and Bus
 - h) Bus and Metrorail
 - i) Metrorail
 - j) "Slug"
 - k) Other

Count	TRAIN															
Q14	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	45	3	194	156	131	100	53	36	119	149	131	135	87	62	1401	28%
B	42	7	258	193	195	184	128	79	138	168	139	181	127	109	1948	38%
C	16		39	50	33	33	10	7	13	19	15	26	12	8	281	6%
D			5	1	1		1			1	1	2			12	0%
E	23	3	62	45	46	49	39	26	71	108	137	163	106	86	964	19%
F	1		6	1	5	2				4		3	1	3	26	1%
G	1		7	2	2	1	1	1	3	2	3	1	1	1	26	1%
H			3	2	1	1	2		4	9	7	15	8	8	60	1%
I	1	1	6	8	8	6	4	3	14	27	20	29	21	15	163	3%
J	9	1	13	25	20	15	16	3	4	4	8	8	4	2	132	3%
K	4	2	5	3	7	6	2	3	1	4	3	4	5	5	54	1%
Grand Total	142	17	598	486	449	397	256	158	367	495	464	567	372	299	5067	100%

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

- a) Drove alone
- b) Carpool
- c) Vanpool
- d) Car and Metrorail
- e) Bus
- f) Car and Bus
- g) Bus and Metrorail
- h) Metrorail
- i) "Slug"
- j) I Have Always Used VRE
- k) Other

Count	TRAIN															
Q15	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	45	8	234	177	192	170	103	74	133	186	148	184	140	122	1916	38%
B	14	1	62	57	38	36	20	5	41	50	54	57	35	25	495	10%
C	9		43	22	21	11	8	3	17	19	14	16	7	3	193	4%
D	12	2	26	33	20	30	20	17	45	80	81	94	59	58	577	11%
E	8	1	36	16	10	15	5	5	5	12	16	21	8	2	160	3%
F	1		11	4	7	5	4	4	6	5	6	6	3	5	67	1%
G	3	1	12	14	7	11	5	3	17	20	28	24	33	20	198	4%
H	1		12	14	12	8	8	7	19	16	16	40	19	14	186	4%
I	6	1	22	20	16	21	16	4	6	13	10	14	12	1	162	3%
J	41	3	128	123	112	79	61	33	76	90	87	100	57	46	1036	20%
K	6		14	12	13	8	9	4	3	5	6	10	2	3	95	2%
Grand Total	146	17	600	492	448	394	259	159	368	496	466	566	375	299	5085	100%

16) How often do you normally ride VRE?

- a) Once a week
- b) Twice a week
- c) Three times a week
- d) Four times a week
- e) Five times a week
- f) Once or Twice a month
- g) A few times per year
- h) This is my first ride

Count	TRAIN															
Q16	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	3	2	6	6	4	1	2	5	3	3	1	2	2	4	44	1%
B	4		6	7	9	8	4	5	2	9	4	6	6	12	82	2%
C	20	3	25	30	17	25	25	21	17	23	13	22	27	17	285	6%
D	30	1	97	70	59	64	53	35	67	74	70	84	58	44	806	16%
E	81	11	454	374	354	292	168	90	276	383	375	441	273	217	3789	74%
F	6	1	8	3	4	4	3	1	2	5	1	7	5	2	52	1%
G	2		3	3	2	3	4	1		2	2	3	2	4	31	1%
H	1		3			3	2					2	1	1	13	0%
Grand Total	147	18	602	493	449	400	261	158	367	499	466	567	374	301	5102	100%

- 17) How frequently are you unable to ride the train because of travel outside the metropolitan area or other obligations?
 a) More than 10 times per month d) 2-4 times per month
 b) 8-10 times per month e) Once a month or less
 c) 5-7 times per month f) Never

Count	TRAIN															
Q17	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	1		13	5	5	6	5	4	3	9	6	7	12	7	83	2%
B	5	1	21	10	8	8	7	3	7	12	5	10	6	9	112	2%
C	10	1	44	49	31	23	22	10	33	45	37	52	29	18	404	8%
D	44	7	156	146	113	103	58	49	98	138	142	175	116	86	1431	28%
E	49	3	209	172	177	153	98	59	146	200	192	215	138	104	1915	38%
F	35	5	158	108	114	105	69	33	80	92	84	108	71	75	1137	22%
Grand Total	144	17	601	490	448	398	259	158	367	496	466	567	372	299	5082	100%

- 18) Do you tele-commute or work at home one or more days per week?
 a) Yes, 1 day c) Yes, more than 2 days
 b) Yes, 2 days d) No

Count	TRAIN															
Q18	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	24	1	49	42	33	32	24	17	35	42	33	41	36	29	438	9%
B	8	3	13	17	9	9	10	10	8	10	6	15	6	12	136	3%
C	3	1	10	3	5	4	4	6	2	2	3	5	2	5	55	1%
D	110	11	529	429	402	354	220	124	322	438	419	504	327	253	4442	88%
Grand Total	145	16	601	491	449	399	258	157	367	492	461	565	371	299	5071	100%

- 19) If yes, on which day(s) do you typically tele-commute? (Please circle all that apply)
 a) Monday d) Thursday
 b) Tuesday e) Friday
 c) Wednesday

Count	TRAIN															
Q19	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	8	1	25	16	15	14	9	10	14	15	5	14	16	16	178	
B	9	2	17	18	8	9	18	11	6	17	11	18	7	13	164	
C	4	1	18	11	17	11	9	8	8	16	11	11	9	8	142	
D	9	1	17	17	10	6	12	14	10	17	14	17	6	16	166	
E	25	5	47	33	23	22	16	15	21	31	18	40	28	28	352	
Grand Total	55	10	124	95	73	62	64	58	59	96	59	100	66	81	1002	

20) What type of ticket do you normally use?

- a) Single-Ride/Round-Trip
- b) Monthly
- c) Five-Day Pass
- d) Ten-Trip
- e) TLC (Joint VRE-Metro Fare Card)

Count	TRAIN															
Q20	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A		2	2	4	5	6	6	6	1	8	4	13	9	8	74	1%
B	55	6	304	269	238	200	139	69	208	287	293	327	206	158	2759	54%
C	5	2	26	18	26	21	6	4	9	11	20	23	15	12	198	4%
D	77	7	234	179	157	148	104	70	128	173	130	178	126	110	1821	36%
E	9	1	36	21	25	19	4	8	22	19	18	26	18	14	240	5%
Grand Total	146	18	602	491	451	394	259	157	368	498	465	567	374	302	5092	100%

21) Where did you purchase this ticket?

- a) Vendor
- b) Station Ticket Vending Machine (TVM)
- c) Internet from www.commuterdirect.com

Count	TRAIN															
Q21	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	97	13	461	354	311	264	158	94	273	364	308	350	193	161	3401	
B	48	5	131	127	133	120	98	63	85	128	139	195	168	135	1575	
C	6	1	15	13	7	12	4	2	12	6	18	21	17	8	142	
Grand Total	151	19	607	494	451	396	260	159	370	498	465	566	378	304	5118	

22) Have you experienced difficulty purchasing or validating a ticket within the last: (Please circle only one answer)

- a) 2 service days
- b) Week
- c) 2 weeks
- d) 3 weeks
- e) Month
- f) I rarely experience difficulty

Count	TRAIN															
Q22	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	14	1	13	14	8	13	2	4	6	17	20	16	11	13	152	3%
B	13		27	25	19	6	11	7	17	24	12	32	14	12	219	4%
C	13	1	31	16	19	22	14	10	18	19	20	26	25	20	254	5%
D	4		15	9	8	12	10	6	7	8	5	17	6	8	115	2%
E	29	6	86	62	64	60	51	32	56	67	73	76	71	61	794	16%
F	69	10	410	354	319	271	163	94	253	346	321	388	233	180	3411	69%
Grand Total	142	18	582	480	437	384	251	153	357	481	451	555	360	294	4945	100%

- 23) Does your employer provide the following? (Please circle all that apply)
- a) Metrochek transit subsidy
 - b) Non-Metrochek transit subsidy
 - c) Pre-tax payment for transit passes
 - d) Free/subsidized employee parking
 - e) Other commuting benefit

Count	TRAIN														Grand Total
Q23	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
A	91	10	456	362	298	264	161	90	294	386	337	370	202	169	3490
B	13	2	15	18	17	20	15	10	14	20	16	22	21	22	225
C	14		39	58	49	41	21	19	21	47	45	74	74	46	548
D	14		34	30	32	38	29	17	23	32	38	44	35	30	396
E	11	2	23	22	22	24	17	11	10	21	23	35	17	16	254
Grand Total	143	14	567	490	418	387	243	147	362	506	459	545	349	283	4913

- 24) Can your transit subsidy be applied directly to a SmarTrip card?
- a) Yes
 - b) No

Count	TRAIN														Grand Total	%
Q24	84	86	300	302	304	306	308	310	322	324	326	328	330	332		
A	73	8	328	257	201	183	122	77	204	284	269	284	161	130	2581	64%
B	49	5	154	140	147	122	81	36	97	140	118	155	121	107	1472	36%
Grand Total	122	13	482	397	348	305	203	113	301	424	387	439	282	237	4053	100%

- 25) Is your transit subsidy applied directly to a SmarTrip card?
- a) Yes
 - b) No

Count	TRAIN														Grand Total	%
Q25	84	86	300	302	304	306	308	310	322	324	326	328	330	332		
A	10	1	48	29	24	28	14	10	29	34	42	39	28	21	357	9%
B	111	13	458	381	333	284	192	112	280	403	359	414	263	222	3825	91%
Grand Total	121	14	506	410	357	312	206	122	309	437	401	453	291	243	4182	100%

26) Please circle all that apply.

- a) I have Internet access at my workplace
- b) I use Rail Time to track the status of my train
- c) I subscribe to Train Talk at work only
- d) I subscribe to Train Talk at home only
- e) I subscribe to Train Talk both at work and at home
- f) I subscribe to Train Talk on my cell phone/ pager / PDA
- g) I do not subscribe to Train Talk

Count	TRAIN														Grand Total
Q26	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	143	15	556	470	430	377	244	147	343	482	442	544	352	285	4830
B	56	2	197	178	171	152	89	60	101	114	115	156	115	99	1605
C	48	3	207	176	149	136	78	54	127	180	164	166	122	76	1686
D	8		42	42	30	20	13	7	25	21	29	25	19	9	290
E	29	1	209	169	136	97	66	37	92	116	105	138	87	60	1342
F	10		42	50	45	34	22	18	30	30	29	40	21	23	394
G	53	12	148	128	143	135	84	47	124	169	151	205	133	131	1663
Grand Total	347	33	1401	1213	1104	951	596	370	842	1112	1035	1274	849	683	11810

27) Have you: (Please circle all that apply)

- a) Contacted VRE by e-mail
- b) Visited www.vre.org
- c) Used Guaranteed Ride Home
- d) Used Security Blanket

Count	TRAIN														Grand Total
Q27	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	69	4	337	277	239	206	134	88	198	239	239	262	182	142	2616
B	131	16	532	435	393	359	239	152	331	448	430	519	344	278	4607
C	11	1	61	55	31	40	24	14	37	47	55	61	40	32	509
D	1		1	2	1			1		1		2	3	3	15
Grand Total	212	21	931	769	664	605	397	255	566	735	724	844	569	455	7747

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

- a) I use the website
- b) I call VRE's office (703) 684-1001
- c) I ask the conductor
- d) I call the VRE 800 # (800-RIDE-VRE)
- e) I check my email or log into the Train Talk system to check for updates

Count	TRAIN														Grand Total
Q28	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	112	12	474	382	351	319	219	118	301	406	387	481	316	248	4126
B	12	1	67	44	46	39	33	25	43	48	36	56	40	36	526
C	16		58	57	42	48	34	23	51	69	64	69	59	44	634
D	17	3	72	61	55	52	34	35	30	35	56	57	46	55	608
E	24		109	88	77	58	47	24	64	77	68	69	62	32	799
Grand Total	181	16	780	632	571	516	367	225	489	635	611	732	523	415	6693

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

a) I never miss an issue

b) Sometimes

c) Never

Count	TRAIN															
Q29	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	32	4	280	241	212	153	106	73	192	241	235	266	154	140	2329	46%
B	89	9	296	225	215	222	136	76	159	227	214	271	205	136	2480	49%
C	22	5	22	25	19	23	18	9	14	26	13	26	13	20	255	5%
Grand Total	143	18	598	491	446	398	260	158	365	494	462	563	372	296	5064	100%

30) Please rate your satisfaction with the VRE Update. (1 being not satisfied - 10 being totally satisfied)

1 2 3 4 5 6 7 8 9 10

Count	TRAIN															
Q30	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
1	8		13	2	5	1	2	5	3	5	5	6	3	3	61	1%
2	2	1	7	10	7	7	1	1	2	3	7	5	1	2	56	1%
3	4	1	19	14	11	7	5	3	11	5	12	11	8	9	120	2%
4	6	1	19	21	20	19	14	4	13	20	14	15	15	9	190	4%
5	22	2	83	51	45	45	34	19	51	54	45	60	41	28	580	12%
6	19	2	66	56	45	40	28	19	39	61	44	44	38	27	528	11%
7	30	2	125	79	92	77	51	28	66	85	76	103	81	46	941	19%
8	23	4	160	151	113	108	59	39	92	115	146	176	94	96	1376	28%
9	10		55	57	67	52	40	20	50	90	73	78	54	43	689	14%
10	3	2	42	30	30	28	15	11	31	41	29	49	26	22	359	7%
Grand Total	127	15	589	471	435	384	249	149	358	479	451	547	361	285	4900	100%

31) Did the potential of using VRE service play any part in choosing your present home location?

a) Major consideration

c) No consideration

b) Some consideration

d) I did not know about VRE when I purchased my home

Count	TRAIN															
Q31	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	67	5	234	197	163	150	104	65	110	168	164	198	133	115	1873	37%
B	29	4	95	91	93	79	51	28	81	97	100	96	74	52	970	19%
C	34	4	187	144	129	107	73	39	99	151	105	155	85	72	1384	27%
D	15	5	83	56	64	59	33	26	74	80	93	115	80	56	839	17%
Grand Total	145	18	599	488	449	395	261	158	364	496	462	564	372	295	5066	100%

32) How long have you been riding VRE?

- a) Less than a year
- b) 1 - 3 years
- c) 4 - 6 years
- d) 7 - 9 years
- e) 10 - 12 years
- f) 13 - 14 years
- g) Since the start of service in 1992

Count	TRAIN															
Q32	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	31	6	112	101	90	85	52	22	54	96	90	99	69	56	963	19%
B	52	5	203	167	179	151	87	51	119	185	151	189	144	99	1782	35%
C	34	3	146	96	83	82	58	42	93	101	108	140	68	64	1118	22%
D	8	1	58	67	40	23	22	15	40	43	48	51	40	33	489	10%
E	10	2	26	21	18	21	21	10	24	35	24	35	19	21	287	6%
F	2		11	18	12	13	5	5	13	7	13	14	12	9	134	3%
G	7	1	39	21	23	17	13	13	21	29	29	37	22	16	288	6%
Grand Total	144	18	595	491	445	392	258	158	364	496	463	565	374	298	5061	100%

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

- a) Traffic
- b) Old way of commuting became unattractive
- c) Recommended by a friend
- d) Co-workers
- e) Website
- f) Metrochek
- g) New job
- h) New home
- i) Newspaper ad/Radio commercial
- j) Guaranteed Ride Home
- k) Joint service with Amtrak
- l) Free bus connections
- m) Friends on the train
- n) I just love trains
- o) Wanted to try the train, then liked it
- p) Other

Count	TRAIN															
Q33	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	97	12	407	345	321	271	185	119	230	320	306	351	239	198	3401	
B	31	4	103	74	63	87	59	30	83	108	110	141	104	71	1068	
C	26	2	120	94	78	71	49	13	59	81	87	115	65	58	918	
D	12	2	73	49	59	49	37	21	33	42	46	57	42	30	552	
E	10		26	24	14	12	12	5	5	15	17	16	13	11	180	
F	27	4	114	98	83	55	48	24	61	99	74	106	48	39	880	
G	45	5	213	187	158	117	67	52	123	173	157	178	129	92	1696	
H	57	6	190	192	136	126	88	50	105	158	157	170	131	100	1666	
I			5	6	1	3	3		6	4	5	7	4	3	47	
J	10		41	43	28	24	18	17	18	31	23	42	24	11	330	
K	31	3	24	24	23	28	16	19	4	4	7	7	7	5	202	
L	3		16	10	12	12	6	1	9	13	9	6	4	4	105	
M	2		20	9	4	13	5	2	5	11	10	14	6	7	108	
N	4	1	25	19	15	10	13	11	13	30	28	32	23	25	249	
O	21	3	90	72	79	78	47	30	75	86	94	118	76	74	943	
P	6	3	44	21	33	20	13	10	19	26	24	27	22	20	288	
Grand Total	382	45	1511	1267	1107	976	666	404	848	1201	1154	1387	937	748	12633	

34) Has VRE service improved over the last year?

- a) Yes, improved
b) No, service declined

- c) Service is the same as last year
d) No comment

Count	TRAIN															
Q34	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	26	2	158	130	146	116	84	40	96	150	119	160	98	96	1421	29%
B	51	4	161	125	91	84	57	47	55	58	68	68	55	32	956	19%
C	39	6	171	139	127	102	66	51	168	214	192	237	160	117	1789	36%
D	23	5	95	84	75	82	45	18	44	73	74	92	52	47	809	16%
Grand Total	139	17	585	478	439	384	252	156	363	495	453	557	365	292	4975	100%

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

- a) On-time performance
b) Lack of seats
c) Lack of parking
d) Older equipment
e) Cost
f) Communication
g) Security
h) Frequency of service
i) Crews
j) Other
k) I don't have any concerns

Count	TRAIN															
Q35	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	84	8	419	306	265	236	137	89	167	212	210	248	141	113	2635	52%
B	8	2	27	34	31	23	11	6	32	51	29	37	20	18	329	7%
C	16	3	11	22	15	17	18	15	11	26	19	29	30	39	271	5%
D	20		24	33	38	23	17	6	33	42	53	49	27	14	379	8%
E	6	1	51	43	48	43	30	16	52	69	55	77	60	44	595	12%
F			3	5	1	6	1	1	2	2	3	7	2	2	35	1%
G			6	7	8	2	2	5	10	1	9	8	4	2	64	1%
H	7	3	21	19	18	19	28	16	34	50	46	69	66	51	447	9%
I	1		1	2	1	2	2			1	1	1	1		13	0%
J			10	2	4	5	3	3	7	10	5	7	8	6	70	1%
K	1	1	14	12	11	13	10	2	17	24	30	31	14	7	187	4%
Grand Total	143	18	587	485	440	389	259	159	365	488	460	563	373	296	5025	100%

36) For whom do you work?

- a) Federal, state or local government
- b) Military agency or position
- c) Private Company
- d) Association
- e) Self Employed
- f) Student
- g) Tourist
- h) Other

Count	TRAIN															
Q36	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	89	8	388	293	229	180	128	67	244	321	269	316	176	139	2847	56%
B	6	2	92	68	59	57	14	6	37	56	45	33	14	6	495	10%
C	39	4	96	100	129	119	82	56	72	100	116	160	133	103	1309	26%
D	8	1	6	15	17	19	22	15	5	9	15	30	31	32	225	4%
E	2	2	2	1	1	2	3	5	4	5	4	5	6	8	50	1%
F			1		4	3	1	2			2	4	1	2	20	0%
G									1		1				2	0%
H	1	1	6	9	3	11	7	5	3	6	7	15	12	5	91	2%
Grand Total	145	18	591	486	442	391	257	156	366	497	459	563	373	295	5039	100%

37) Please circle all that apply.

- a) I know where the fire extinguisher is located in my train car.
- b) I know where the first aid kit is located in my train car.
- c) I know where the emergency light sticks are located in my train car.
- d) I know where the emergency exit windows are located in my train car.
- e) I know how to remove an exit window in the event of an emergency.

Count	TRAIN															
Q37	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	92	8	472	389	359	306	168	107	305	408	372	427	280	231	3924	
B	84	7	425	371	337	269	167	94	244	370	339	403	220	176	3506	
C	66	7	312	268	217	183	112	69	142	218	223	229	122	89	2257	
D	125	14	558	468	415	363	234	139	342	460	432	513	331	262	4656	
E	98	11	479	401	343	295	185	115	292	393	352	412	268	226	3870	
Grand Total	465	47	2246	1897	1671	1416	866	524	1325	1849	1718	1984	1221	984	18213	

38) Do you regularly sit in the Quiet Car, the southernmost car on the train?

- a) Yes
- b) No

Count	TRAIN															
Q38	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	46	3	120	122	114	114	87	61	118	158	130	143	85	100	1401	28%
B	98	14	473	365	326	276	169	96	247	337	333	419	286	198	3637	72%
Grand Total	144	17	593	487	440	390	256	157	365	495	463	562	371	298	5038	100%

39) Do you take an earlier morning train than you would prefer because of full parking lots?

a) Yes

b) No

Count	TRAIN															
Q39	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	37	8	173	105	104	77	44	33	124	161	112	130	80	55	1243	25%
B	107	10	421	379	335	311	210	125	239	333	349	434	288	241	3782	75%
Grand Total	144	18	594	484	439	388	254	158	363	494	461	564	368	296	5025	100%

40) Do you board the train at a station farther from your home in order to find available parking?

a) Yes

b) No

Count	TRAIN															
Q40	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	6	3	30	17	28	27	22	17	10	21	19	22	23	23	268	5%
B	136	13	565	469	413	361	231	142	354	472	441	542	341	267	4747	95%
Grand Total	142	16	595	486	441	388	253	159	364	493	460	564	364	290	5015	100%

THE FOLLOWING INFORMATION WILL BE USED FOR STATISTICAL PURPOSES ONLY.

41) Your gender:

a) Male

b) Female

Count	TRAIN															
Q41	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	82	13	382	306	278	235	150	98	251	343	294	362	225	173	3192	64%
B	57	5	205	176	156	155	106	61	107	145	164	198	148	110	1793	36%
Grand Total	139	18	587	482	434	390	256	159	358	488	458	560	373	283	4985	100%

42) Your age:

a) Under 18

b) 18-24

c) 25-34

d) 35-44

e) 45-54

f) 55-64

g) 65+

Count	TRAIN															
Q42	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A			1		4			1			3	4	1		14	0%
B	4		6	3	10	7	5	7	4	7	6	12	6	10	87	2%
C	22	3	44	42	47	62	36	28	15	36	49	77	67	61	589	12%
D	38	8	142	138	104	128	82	49	90	134	115	149	107	78	1362	27%
E	51	3	246	202	183	134	87	49	144	185	160	190	112	79	1825	37%
F	21	2	136	89	83	53	40	18	91	117	112	117	75	47	1001	20%
G	3	1	11	7	8	7	6	6	15	10	10	10	5	10	109	2%
Grand Total	139	17	586	481	439	391	256	158	359	489	455	559	373	285	4987	100%

43) Which best represents your annual household income?

a) Under \$25,000

b) \$25,000 - 49,999

c) \$50,000 - 74,999

d) \$75,000 - 99,999

e) \$100,000 - 124,999

f) \$125,000 - 149,999

g) \$150,000 - 174,999

h) \$175,000+

Count	TRAIN															
Q43	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	1		3		3	4	2	3	2	1	1	3	4	6	33	1%
B	8	1	21	15	26	21	6	12	9	15	16	15	11	13	189	4%
C	18	2	62	45	48	42	32	21	26	20	24	41	37	22	440	9%
D	28	5	124	81	79	82	59	29	56	87	63	82	68	59	902	19%
E	27	4	148	125	98	91	60	37	86	127	94	121	80	69	1167	25%
F	22	3	86	72	65	50	29	21	55	70	82	100	57	47	759	16%
G	10		52	52	55	30	21	14	41	66	49	61	41	21	513	11%
H	18	1	52	51	39	30	35	13	54	70	82	99	57	37	638	14%
Grand Total	132	16	548	441	413	350	244	150	329	456	411	522	355	274	4641	100%

44) Number of children under 18 years of age living at home:

- a) None
b) 1

- c) 2
d) 3

- e) 4
f) 5 or more

Count	TRAIN															
Q44	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	70	4	350	295	227	210	140	83	198	264	245	285	199	161	2731	56%
B	24	7	81	76	84	68	42	32	56	76	80	105	76	46	853	17%
C	31	4	96	69	83	63	46	25	65	86	83	114	65	50	880	18%
D	8	2	38	25	29	23	15	11	25	35	29	36	21	19	316	6%
E	3		9	8	3	14	5	6	5	13	8	8	5	4	91	2%
F	1		7	2	4	2	4	1	2	1	3	5	2	3	37	1%
Grand Total	137	17	581	475	430	380	252	158	351	475	448	553	368	283	4908	100%

45) How many licensed drivers are there in your household?

- a) None
b) 1

- c) 2
d) 3

- e) 4
f) 5 or more

Count	TRAIN															
Q45	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A		1	6	2	3		2	2		4	2	5	2		29	1%
B	27	2	85	66	60	65	42	21	25	44	37	58	51	40	623	13%
C	86	9	370	302	269	254	170	107	241	329	306	364	251	196	3254	66%
D	16	4	76	77	72	48	23	18	63	61	74	87	43	31	693	14%
E	9		31	24	19	13	14	9	19	31	23	32	19	13	256	5%
F		1	12	5	5	2	2		3	6	7	4	6	3	56	1%
Grand Total	138	17	580	476	428	382	253	157	351	475	449	550	372	283	4911	100%

46) Do you:

- a) Own your home/ townhouse/ condo
b) Rent a home/ townhouse/ condo/ apartment/ room

Count	TRAIN															
Q46	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	112	15	528	440	381	334	219	132	314	428	410	507	337	241	4398	90%
B	26	2	48	38	46	47	29	25	35	47	39	46	30	40	498	10%
Grand Total	138	17	576	478	427	381	248	157	349	475	449	553	367	281	4896	100%

47) Do you own or lease a car or motorcycle?

a) Yes

b) No

Count	TRAIN															
Q47	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	112	13	462	380	338	306	204	128	261	383	362	442	315	205	3911	80%
B	24	4	115	96	90	76	47	29	91	89	85	109	52	75	982	20%
Grand Total	136	17	577	476	428	382	251	157	352	472	447	551	367	280	4893	100%

48) Please circle all that apply.

a) I have a disability that requires me to use VRE's wheelchair lifts.

b) I travel on the train with a service animal.

c) I utilize visual displays due to a hearing impairment.

Count	TRAIN															
Q48	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	1		5	1	3	1	1				1		1	1	15	
B											2	1			3	
C	4		10	8	3	3			2	4	1	4	3	1	43	
Grand Total	5	0	15	9	6	4	1	0	2	4	4	5	4	2	61	

49) Your Ethnic origin/Race: (Optional)

a) Caucasian

b) African American

c) Asian/Pacific Islander

d) Hispanic

e) Native American

f) Multi-ethnic

g) Other

Count	TRAIN															
Q49	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	99	10	430	364	300	280	175	111	257	380	353	414	269	206	3648	80%
B	18	2	74	47	49	48	36	20	18	23	21	29	29	20	434	9%
C	3	1	6	12	12	11	8	5	12	21	23	31	19	21	185	4%
D	3	2	15	13	16	10	10	2	10	7	9	21	14	9	141	3%
E	1		8		2	5		1	4	2	5	1	1	3	33	1%
F	2		6	2	5	4	1	1	4	3	3	8	5	1	45	1%
G			14	9	7	8	7	2	4	10	6	7	7	4	85	2%
Grand Total	126	15	553	447	391	366	237	142	309	446	420	511	344	264	4571	100%

50) Marital status:

a) Married

b) Single

c) Widowed/ Divorced

Count	TRAIN															
Q50	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	95	13	440	374	328	286	196	106	301	406	366	445	274	209	3839	80%
B	17	2	73	49	57	49	33	30	34	36	43	50	54	42	569	12%
C	21	1	53	42	31	34	20	13	8	28	31	46	30	23	381	8%
Grand Total	133	16	566	465	416	369	249	149	343	470	440	541	358	274	4789	100%

Miscellaneous Comments:

- 1 - Survey too long
- 2 - Poor survey design
- 10 - Trains too crowded
- 11 - Trains not on schedule
- 12 - Add more trains/service
- 13 - Seats/cars are uncomfortable
- 14 - Train climate complaints (too cold or too hot)
- 15 - Trains too slow
- 16 - Conductor/crew complaints
- 17 - Train doors not being opened properly
- 18 - Train announcements
- 19 - Complaints about rude riders
- 20 - Food/beverage service on train
- 21 - Quiet car
- 22 - Odors on trains
- 23 - General train rest room comments
- 24 - Train cleanliness
- 25 - General train car comments
- 26 - Security and Safety on train
- 40 - Station parking comments
- 41 - Station signage
- 42 - Station announcements
- 43 - Platform comments
- 44 - Station Safety and Security
- 45 - Station cleanliness
- 46 - Smoking at stations
- 47 - Comments about counties (Spotsylvania, Caroline, Fauquier) not participating
- 48 - Station restrooms
- 49 - Station vending machines
- 60 - VRE communications
- 61 - Metrochek
- 62 - Guaranteed Ride Home comments
- 63 - General ticket comments
- 64 - Ticket & Validating machine comments
- 65 - Lost & Found comments
- 66 - Bus connection comments
- 67 - "VRE Update" comments
- 68 - Customer service complaints
- 70 - FRC Comments
- 94 - Add Wi/Fi, Internet Access, Computer Connection
- 95 - Amtrak Step Up Ticket Comments
- 96 - Train too expensive
- 97 - Amtrak/CSX comments
- 98 - Positive comments
- 99 - Other comments

Count	Train #														Grand Total
Comment #	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
1	1		1		1	1	2		1	1			1		9
2	2		12	7	3	2	2	2	7	7	9	3	4	4	64
10	2	1	9	7	8	16	2	1	14	7	16	12	6	4	105
11	26	2	64	47	41	47	22	19	20	14	27	20	21	14	384
12	14	3	69	34	31	30	25	22	42	56	53	79	61	62	581
13	15	1	19	27	34	28	15	10	19	17	21	18	20	9	253
14	1		11	3	3	4	5	2	4	3	8	5	1	1	51
15	3		5	4	3	3	4	1	4	11	2	9	8		57
16	5	2	33	21	10	18	13	5	6	8	16	20	17	10	184
17		1	6	2			1				2	2	1		15
18	5		16	11	7	18	5	3	2	8	9	15	4	5	108
19	2		17	14	10	7	5	1	10	15	15	14	9	7	126
20	2		2		2	2	1	2			1	1	1	1	15
21	3		11	6	6	7	4	1	5	5	6	3	2	6	65
22					1					2		3	1	1	8
23	2		1	2	2	4	1	1		1	2	3	3	1	23
24	3		7	2	4	4		4	1	3	5	4	1	2	40
25			1									1			2
26			3	4	3	7	2	1	2	4	2	2	2	1	33
40	18	2	12	20	16	9	9	12	16	23	25	25	16	23	226
41				1		2	5	2	2		1	3	3		19
42	1		5	1	3	5	4	1	4	3	2	2	3	3	37
43	1		2	3	2	5	1	1	3	5	2	3		3	31
44	2		3	2			1	2	1	4	3	2	2		22
45	4		3	1		1	2			2	2			1	16
46			3	1			1	1		1					7
47	5		5	6	6		6	1					1		30
48						1									1
49			4		1	4	3	1	1	2	2	3	5	1	27
60			16	22	8	8	7	9	10	2	13	10	3	8	116
61			5	3	1	3	1	2	5	2	1	8	1	1	33
62				1		1		1					1		4
63	8		8	9	8	8	5	4	6	4	12	15	10	2	99
64	1		5	4	7	10	2	3	7	9	9	12	6	8	83
65			3	1			2		1		1		1		9
66				4	5	5	1		1	2	5	3	3	6	35
67	2		1	3	1	2		1	1						11
68	2		4	1			1		3	1	5	2	1	1	21
70			17	6	3	1	2	1	3	3	5	6	5	4	56
94	3		3	3	1	5			2				2	1	20
95	6	1	4	1	1	3	1	1					1		19
96	9		19	16	18	20	9	5	13	14	18	19	6	11	177
97	4	1	6	14	7	12	3	6	5	5	5	6	7	6	87
98	7	1	46	46	30	53	27	16	27	51	41	47	42	33	467
99		1	6	3	5	5		4	2	9	4	7	6	4	56
Grand Total	159	16	467	363	292	361	202	149	250	304	350	387	288	244	3832

