

Virginia Railway Express 1997 Passenger Survey Summary of Results

1. At which VRE station did you board this morning?

	Station	Amtrak (71)	Manassas (1296)	Fred'burg (1615)	Combined (2982)
1	Broad Run/Airport	x	14.89%	x	6.47%
2	Manassas	x	30.48%	x	13.25%
3	Manassas Park	x	14.66%	x	6.37%
4	Burke Centre	x	21.68%	x	9.42%
5	Rolling Road	x	14.35%	x	6.24%
6	Backlick Road	x	3.94%	x	1.71%
7	Alexandria	x	x	x	0
8	Fredericksburg	39.44%	x	26.87%	15.5%
9	Leeland Road	x	x	16.35%	8.85%
10	Brooke	x	x	13.68%	7.41%
11	Quantico	16.9%	x	13.31%	7.61%
12	Rippon	x	x	14.74%	7.98%
13	Woodbridge	43.66%	x	15.05%	9.19%
14	Crystal City	x	0	0	0

2. What is the cross street or intersection nearest to the place you came from before boarding the train this morning?

This information is contained in the data tables associated with this report.

3. (1) What is the zip code and city (or county) of this location?

This information is contained in the data tables associated with this report.

3. (2) What is the zip code and city (or county) of this location?

	City / County	Amtrak (67)	Manassas (1237)	Fred'burg (1539)	Combined (2843)
1	Prince William	55.22%	19.32%	33.85%	28.03%
2	City of Fredericksburg	10.45%	.08%	13.39%	7.53%
3	City of Manassas	x	27.73%	.46%	12.31%
4	City of Manassas Park	x	3.32%	0	1.44%
5	Fauquier County	x	5.98%	.19%	2.70%
6	Spotsylvania County	19.41%	0	13.58%	7.81%
7	Stafford County	10.45%	0	34.18%	18.75%
8	Fairfax County	x	41.88%	.65%	18.57%
9	City of Alexandria	x	.08%	0	.04%
10	Arlington County	x	0	0	0
11	City of Fairfax	x	.08%	0	.04%
12	Falls Church	x	0	0	0
13	Loudoun County	x	.08%	0	.04%
14	Caroline County	1.49%	0	.32%	.21%

15	Culpeper County	x	7.3%	.07%	.35%
16	Hanover County	1.49%	0	0	.04%
17	Louisa County	x	0	.32%	.17%
18	Orange County	1.49%	.16%	1.04%	.67%
19	Warren County	x	.16%	0	.07%
20	Rappahannock County	x	.32%	0	.14%
21	Madison County	x	.08%	0	.04%
22	Westmoreland County	x	0	.26%	.14%
23	King George County	x	0	.65%	.35%
24	Other	0	0	1.04%	.56%

4. How far is it from this location to the VRE station where you boarded today?

	Distance	Amtrak (68)	Manassas (1282)	Fred'burg (1599)	Combined (2949)
1	< 1/2 mile	16.18%	14.51%	11.07%	12.68%
2	1/2 mi. < 2 miles	2.94%	32.76%	14.20%	22.00%
3	2 mi. < 5 miles	30.88%	28.71%	21.51%	24.86%
4	5 mi. < 10 miles	35.29%	14.20%	33.58%	25.20%
5	> 10 miles	14.71%	9.83%	19.64%	15.26%

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

		Amtrak (71)	Manassas (1298)	Fred'burg (1621)	Combined (2990)
1	Drove alone and parked	66.20%	70.49%	71.44%	70.90%
2	Drove with other person and parked	9.86%	7.32%	7.90%	7.70%
3	Rode with other person and parked	1.41%	1.85%	2.16%	2.01%
4	Dropped off by car	18.31%	14.56%	13.20%	13.91%
5	Walked	4.22%	5.55%	3.02%	4.15%

6	Bicycled	x	.15%	.43%	.30%
7	Bus	x	0	0	0
8	Metrobus	x	.08%	0	.03%
9	Fairfax Connector	x	0	.06%	.03%
10	Dash	x	0	0	0
11	Arlington Trolley	x	0	0	0
12	Other	x	0	1.79%	.97%

6. Where are you going now?

		Amtrak (71)	Manassas (1297)	Fred'burg (1615)	Combined (2983)
1	Work	95.77%	98.0%	98.39%	98.16%
2	School	1.41%	.77%	.50%	.64%
3	Pleasure Trip	1.41%	.23%	.31%	.30%
4	Other	1.41%	1.0%	.80%	.90%

7. (1) If you are going to work, what are your work hours today?

Start Time	Amtrak (65)	Manassas (1280)	Fred'burg (1538)	Combined (2883)
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6:00 AM	x	0	.19%	.10%
6:15	x	0	0	0
6:30	x	3.36%	1.23%	2.15%
6:40	x	.16%	.26%	.21%
6:45	x	2.03%	5.46%	3.82%
6:50	x	0	.26%	.14%
7:00	x	6.56%	16.64%	11.8%
7:15	x	.31%	1.36%	.87%
7:30	x	14.61%	7.73%	10.61%
7:40	x	1.33%	.45%	.83%
7:45	x	8.05%	10.66%	9.26%
8:00	6.15%	22.42%	22.33%	21.96%
8:10	x	.47%	.19%	.31%
8:15	x	3.28%	3.51%	3.33%
8:30	27.69%	17.42%	14.43%	16.06%
8:40	x	4.14%	.19%	1.94%
8:45	4.61%	3.75%	2.27%	2.98%
8:50	x	0	.13%	.07%
9:00	50.77%	11.8%	11.89%	12.73%
9:10	x	0	.06%	.04%
9:15	x	0	.19%	.10%
9:30	1.54%	.23%	.52%	.42%
9:45	x	0	0	0

10:00	4.62%	.08%	.06%	.17%
10:15	x	0	0	0
10:30	4.62%	0	0	.10%

7. (2) If you are going to work, what are your work hours today?

Quit Time	Amtrak (64)	Manassas (1216)	Fred'burg (1526)	Combined (2806)
2:30 PM	x	.08%	.13%	.11%
2:45	x	0	.07%	.04%
3:00	x	.16%	.39%	.29%
3:15	x	0	.13%	.07%
3:30	x	2.3%	5.64%	4.06%
3:45	x	.25%	.72%	.50%
4:00	12.5%	11.43%	12.39%	11.97%
4:10	x	0	.59%	.32%
4:15	x	7.98%	12.25%	10.12%
4:20	x	.16%	.20%	.18%
4:30	4.69%	17.43%	11.2%	13.76%
4:45	x	1.07%	2.16%	1.64%
5:00	40.63%	24.18%	25.42%	25.23%
5:10	x	1.40%	.39%	.82%
5:15	6.25%	7.32%	6.62%	6.91%
5:20	x	.58%	.13%	.32%
5:25	x	.08%	.07%	.07%

5:30	18.75%	14.97%	12.58%	13.76%
5:40	x	.08%	.13%	.11%
5:45	x	1.40%	1.31%	1.32%
5:50	x	0	.07%	.04
6:00	7.81%	6.99%	4.91%	5.88%
6:10	x	0	.06%	.03%
6:15	3.13%	.49%	.52%	.57%
6:20	x	0	.19%	.11%
6:30	x	.91%	1.11%	.10%
6:45	x	0	0	0
7:00	3.13%	.49%	.13%	.36%
7:05	x	0	.07%	.04%
7:15	x	0	.07%	.04%
7:30	1.56%	0	.07%	.07%
7:45	1.56%	0	.07%	.07%
8:00	x	.08%	.13%	.11%
9:00	x	.16%	.07%	.11%

8. At which VRE station will you get off this morning?

	Station	Amtrak (70)	Manassas (1295)	Fred'burg (1623)	Combined (2988)
1	Union Station	64.28%	21.08%	47.81%	19.18%
2	L'Enfant	2.85%	46.25%	40.06%	42.00%
3	Crystal City	5.71%	26.49%	33.76%	29.95%
4	Alexandria	24.28%	5.56%	9.43%	8.10%
5	Backlick Rd.	x	.62%	0	.27%
6	Quantico	1.42%	0	.37%	.23%
7	Woodbridge	1.42%	0	.37%	.23%
8	Other	x	0	.06%	.03%

9. How will you get to your final destination when you get off the train?

	Method	Amtrak (71)	Manassas (1294)	Fred'burg (1618)	Combined (2983)
1	Walk	46.47%	69.17%	63.91%	65.77%
2	Metrorail	42.25%	24.88%	26.39%	26.12%
3	Bus	11.26%	1.78%	2.97%	2.65%
4	Taxi	x	.23%	.25%	.24%
5	Car	x	.77%	1.67%	1.24%
6	Other	x	3.17%	4.82%	3.98%

10. What is the nearest cross street or intersection to your destination this morning?

This information is contained in the data tables associated with this report.

11. What is the zip code of your final destination?

	Amtrak (56)	Manassas (505)	Fred'burg (615)	Combined (1176)
20001	14.29%	9.1%	6.34%	7.91%
20002	5.36%	6.34	4.23%	5.19%
20003	5.36%	.99%	.44%	.94%
20004	3.57%	3.76%	3.41%	3.57%
20005	x	6.93%	6.99%	3.66%
20006	x	4.75%	5.69%	5.02%
20007	1.79%	.20%	.65%	.51%
20008	1.79%	.40%	.33%	.43%
20009	1.79%	.99%	.81%	.94%
20036	7.14%	8.51%	6.02%	7.14%
20210	1.79%	.79%	.65%	.77%
20219	1.79%	.40%	.49%	.51%
20220	1.79%	.59%	.49%	.60%
20224	1.79%	1.19%	1.63%	1.45%
20230	1.79%	1.19%	.16%	.68%
20510	5.36%	.99%	1.79%	1.62%
20540	1.79%	1.58%	.16%	.85%
20544	1.79%	1.39%	.81%	1.11%
20585	1.79%	6.53%	3.25%	4.59%
20590	1.79%	6.14%	6.18%	5.95%
20593	1.79%	.59%	1.3%	1.11%

20910	1.79%	.79%	.65%	.77%
22010	1.79%	0	0	.0009%
22202	3.57%	25.94%	32.20%	28.15%
22209	1.79%	1.78%	2.93%	2.38%
22215	3.57%	.20%	.49%	.55%
22221	1.79%	0	0	.0009%
22304	1.79%	.40%	1.3%	.94%
22314	19.64%	7.52%	10.57%	9.69%

12. Before you began using VRE, what was the average total travel for you commute door-to-door one way (from leaving your home to arriving at your destination)?

Time	Amtrak (63)	Manassas (1112)	Fred'burg (1363)	Combined (2538)
15 minutes	1.58%	.5%	.5%	.55%
20 minutes	3.17%	.6%	.5%	.63%
25 minutes	0	.1%	.1%	.08%
30 minutes	11.11%	1.8%	1.2%	1.73%
35 minutes	x	1.2%	.6%	.83%
40 minutes	3.17%	2.5%	1.1%	1.77%
45 minutes	1.58%	7.6%	3.9%	5.44%
50 minutes	1.58%	5.5%	2.4%	3.74%
55 minutes	0	1.7%	1.0%	1.26%
1 hour	31.74%	15.6%	11.5%	13.83%
1 hr. 5 min.	0	1.6%	1.3%	1.42%
1 hr. 10 min.	0	5.8%	6.7%	6.19%

1 hr. 15 min.	6.34%	11.2%	12.4%	11.74%
1 hr. 20 min.	0	6.3%	5.6%	5.79%
1 hr. 25 min.	0	.6%	1.2%	.91%
1 hr. 30 min.	12.69%	15.4%	21.9%	18.83%
1 hr. 35 min.	0	.6%	.8%	.71%
1 hr. 40 min.	0	2.1%	2.9%	2.48%
1 hr. 45 min.	4.76%	7.2%	7.2%	7.13%
1 hr. 50 min.	3.17%	1.0%	1.0%	1.02%
1 hr. 55 min.	0	.2%	.2%	.20%
2 hours	3.17%	7.3%	8.6%	7.88%
2 hr. 10 min.	0	.5%	.6%	.55%
2 hr. 15 min.	3.17%	.6%	1.7%	1.26%
2 hr. 20 min.	1.58%	.2%	.1%	.20%
2 hr. 30 min.	4.76%	1.2%	3.4%	2.48%
2 hr. 45 min.	3.17%	.2%	.51%	.43%
3 hours	3.17%	.6%	.51%	.63%
3 hr. 15 min.	0	0	.1%	.04%
3 hr. 30 min.	0	.2%	.1%	.16%
4 hours	0	0	.1%	.04%
5 hours	0	0	.1%	.04%

13. Now, including your use of VRE, what is the average total time for your commute door-to-door one way (from leaving your home to arriving at your destination)?

Time	Amtrak (65)	Manassas (1069)	Fred'burg (1547)	Combined (2681)
15 minutes	x	0	0	0
20 minutes	x	0	0	0
30 minutes	x	1.21%	0	.48%
35 minutes	x	.65%	3.2%	.45%
40 minutes	1.53%	3.46%	.71%	1.83%
45 minutes	3.07%	6.36%	4.4%	5.15%
50 minutes	x	7.48%	0	2.98%
55 minutes	0	3.36%	.9%	1.86%
1 hour	24.61%	32.64%	11.52%	20.25%
1 hr. 5 min	0	0	1.94%	1.12%
1 hr. 10 min.	9.23%	4.3%	5.56%	5.15%
1 hr. 15 min.	13.84%	15.8%	10.1%	12.46%
1 hr. 20 min.	4.61%	6.54%	7.25%	6.90%
1 hr. 25 min.	3.07%	2.33%	2.84%	2.65%
1 hr. 30 min.	10.76%	2.33%	21.76%	13.73%
1 hr. 35 min.	1.53%	0	2.72%	1.60%
1 hr. 40 min.	3.07%	4.11%	3.36%	3.66%
1 hr. 45 min.	3.07%	2.05%	9%	6.08%
1 hr. 50 min.	4.61%	1.12%	2.65%	2.20%
1 hr. 55 min.	0	0	.45%	.26%

2 hours	10.76%	4.58%	9.9%	7.80%
2 hr. 10 min.	1.53%	0	0	.04%
2 hr. 15 min.	1.53%	0	1.61%	.04%
2 hr. 20 min.	x	0	0	0
2 hr. 30 min.	1.53%	1.3%	2.39%	1.94%
2 hr. 40 min.	1.53%	0	0	.04%
3 hr. 15 min.	0	0	.06%	.04%
3 hr. 30 min.	0	.28%	.06%	.15%
3 hr 45 min.	0	0	.06%	.04%
4 hours	0	0	.32%	.19%

14. Including today, how many days this week will you ride VRE?

	# of days	Amtrak (70)	Manassas (1279)	Fred'burg (1605)	Combined (2954)
1	1	1.42%	2.89%	2.06%	2.40%
2	2	4.28%	2.66%	3.24%	3.01%
3	3	11.42%	8.29%	6.29%	7.28%
4	4	18.57%	20.88%	18.69%	19.63%
5	5	64.28%	65.29%	69.72%	67.67%

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

	Method	Amtrak (62)	Manassas (1226)	Fred'burg (1507)	Combined (2795)
1	Drove by myself	54.83%	41.76%	42.27%	42.33%
2	Carpool	14.51%	13.95%	14.80%	14.42%
3	Vanpool	6.45%	5.30%	13.21%	9.59%
4	Bus	6.45%	3.83%	11.61%	8.09%
5	Car and Metro	8.06%	19.49%	4.78%	11.31%
6	Bus and Metro	0	7.75%	2.19%	4.48%
7	Other	9.67%	7.91%	11.15%	9.70%

16. What type of ticket are you using today?

	Ticket Type	Amtrak (71)	Manassas (1282)	Fred'burg (1612)	Combined (2965)
1	Single-Ride	2.81%	3.28%	3.47%	3.37%
2	Ten-Trip	63.38%	60.76%	59.06%	59.36%
3	Monthly	33.8%	35.96%	38.46%	37.27%

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

		Amtrak (67)	Manassas (1229)	Fred'burg (1574)	Combined (2870)
1	Major consideration	29.85%	23.27%	30.18%	27.21%
2	Some consideration	8.95%	15.46%	15.44%	15.30%
3	No, I did not know about VRE at the time.	49.25%	52.40%	40.91%	46.03%
4	No, I knew about VRE, but it did not influence me.	11.94%	8.87%	13.47%	11.46%

18. (1) Convenience of Schedules

	Rating	Amtrak (70)	Manassas (1273)	Fred'burg (1605)	Combined (2948)
A	Excellent	20.0%	9.35%	9.16%	9.50%
B	Very Good	31.42%	29.77%	29.22%	29.51%
C	OK	31.42%	31.50%	35.14%	33.48%
D	Needs Impr.	17.14%	26.94%	25.05%	25.68%
F	Poor	x	2.44%	1.43%	1.83%
N/A	N/A	x	0	0	0

18. (2) Comfort of Trains

	Rating	Amtrak (70)	Manassas (1274)	Fred'burg (1609)	Combined (2953)
A	Excellent	20%	14.99%	9.32%	12.02%
B	Very Good	31.42%	36.50%	29.33%	32.48%
C	OK	31.42%	30.22%	37.54%	34.24%
D	Needs Impr.	17.14%	14.76%	17.03%	16.05%
F	Poor	0	3.53%	6.77%	5.22%
N/A	N/A	0	0	0	0

18. (3) On-Time Performance

	Rating	Amtrak (71)	Manassas (1245)	Fred'burg (1586)	Combined (2902)
A	Excellent	11.26%	24.42%	9.84%	16.13%
B	Very Good	16.9%	51.65%	32.16%	40.14%
C	OK	40.84%	19.20%	30.26%	25.78%
D	Needs Impr.	21.12%	4.10%	22.38%	14.51%
F	Poor	9.8%	.64%	5.23%	3.38%
N/A	N/A	0	0	.13%	.07%

18. (4) Cleanliness of Trains

	Rating	Amtrak (71)	Manassas (1286)	Fred'burg (1619)	Combined (2976)
A	Excellent	46.47%	60.29%	44.60%	51.55%
B	Very Good	40.84%	34.91%	45.15%	40.69%
C	OK	11.26%	4.02%	9.45%	7.16%
D	Needs Impr.	1.4%	.31%	.56%	.47%
F	Poor	0	0	.19%	.10%
N/A	N/A	0	0	.06%	.03%

18. (5) Cleanliness of Stations

	Rating	Amtrak (71)	Manassas (1280)	Fred'burg (1613)	Combined (2964)
A	Excellent	32.39%	52.97%	35.59%	43.02%
B	Very Good	36.61%	37.27%	42.96%	40.35%
C	OK	21.12%	7.73%	16.43%	12.79%
D	Needs Impr.	8.45%	1.33%	4.09%	3.00%
F	Poor	1.4%	.23%	.43%	.37%
N/A	N/A	0	.47%	.50%	.47%

18. (6) Performance of Crews

	Rating	Amtrak (70)	Manassas (1280)	Fred'burg (1603)	Combined (2953)
A	Excellent	37.14%	57.13%	43.98%	49.44%
B	Very Good	50%	33.46%	40.61%	37.69%
C	OK	10%	7.45%	12.54%	10.26%
D	Needs Impr.	2.85%	1.49%	2.12%	1.86%
F	Poor	0	.31%	.62%	.47%
N/A	N/A	0	.47%	.12	.27

18. (7) Onboard communication from crews during delays

	Rating	Amtrak (70)	Manassas (1280)	Fred'burg (1605)	Combined (2955)
A	Excellent	12.85%	27.97%	12.96%	19.46%
B	Very Good	27.14%	40.31%	35.70%	37.50%
C	OK	22.85%	19.61%	28.79%	24.67%
D	Needs Impr.	24.28%	6.64%	15.14%	11.68%
F	Poor	4.28%	2.03%	4.92%	3.65%
N/A	N/A	8.57%	3.44%	2.49%	3.05%

18. (8) Communication between VRE management and passengers

	Rating	Amtrak (70)	Manassas (1277)	Fred'burg (1601)	Combined (2948)
A	Excellent	5.71%	10.65%	6.68%	8.38%
B	Very Good	20%	28.90%	22.36%	25.14%
C	OK	41.42%	31.48%	34.98%	33.62%
D	Needs Impr.	17.14%	14.10%	19.68%	17.20%
F	Poor	7.14%	4.31%	9.24%	7.06%
N/A	N/A	8.57%	10.57%	7.06%	8.62%

18. (9) VRE management follow-up to delays or problems

	Rating	Amtrak (67)	Manassas (1260)	Fred'burg (1575)	Combined (2902)
A	Excellent	4.47%	9.44%	6.35%	7.65%
B	Very Good	19.4%	26.67%	23.17%	24.60%
C	OK	35.82%	29.60%	29.02%	29.43%
D	Needs Impr.	16.41%	11.90%	20.38%	16.61%
F	Poor	5.97%	4.44%	10.22%	7.62%
N/A	N/A	17.91%	17.94%	10.86%	14.09%

18. (10) Coffee Vendors at Stations

	Rating	Amtrak (70)	Manassas (1255)	Fred'burg (1550)	Combined (2875)
A	Excellent	18.57%	6.91%	5.95%	6.68%
B	Very Good	14.28%	8.10%	8.36%	7.51%
C	OK	.1%	6.75%	7.35%	7.20%
D	Needs Impr.	8.57%	6.20%	8.74%	7.72%
F	Poor	2.85%	6.59%	11.78%	9.39%
N/A	N/A	45.71%	65.45%	57.82%	61.50%

18. (11) TRACS

	Rating	Amtrak (66)	Manassas (1222)	Fred'burg (1557)	Combined (2845)
A	Excellent	12.12%	6.28%	4.99%	5.66%
B	Very Good	15.15%	19.41%	15.11%	16.94%
C	OK	30.30%	22.27%	29.11%	26.26%
D	Needs Impr.	7.57%	8.40%	10.04%	9.24%
F	Poor	3.03%	1.88%	4.86%	3.51%
N/A	N/A	31.81%	41.76%	35.89%	38.38%

18. (12) TVM's at Stations

	Rating	Amtrak (70)	Manassas (946)	Fred'burg (1594)	Combined (2610)
A	Excellent	14.28%	8.11%	16.22%	13.26%
B	Very Good	30%	25.05%	33.06%	30.08%
C	OK	32.85%	40.42%	28.74%	33.10%
D	Needs Impr.	7.14%	14.63%	10.33%	11.76%
F	Poor	2.85%	2.21%	2.63%	2.45%
N/A	N/A	12.85%	9.58%	9.02%	9.31%

18. (13) Reliability of validators at stations

	Rating	Amtrak (71)	Manassas (1269)	Fred'burg (1592)	Combined (2932)
A	Excellent	11.26%	6.46%	8.05%	7.40%
B	Very Good	23.94%	24.11%	24.78%	24.49%
C	OK	23.94%	31.36%	32.27%	31.72%
D	Needs Impr.	18.3%	22.14%	16.98%	19.27%
F	Poor	8.45%	3.55%	5.55%	4.74%
N/A	N/A	14.08%	12.38%	12.37%	12.24%

18. (14) Telephone/Mail tickets sales

	Rating	Amtrak (67)	Manassas (1220)	Fred'burg (1549)	Combined (2836)
A	Excellent	4.47%	4.42%	3.35%	3.81%
B	Very Good	2.98%	4.99%	5.41%	5.15%
C	OK	7.46%	6.38%	7.35%	6.95%
D	Needs Impr.	0	0.98%	0.84%	.85%
F	Poor	1.49%	0.81%	0.51%	.60%
N/A	N/A	83.58%	82.42%	82.54%	82.65%

18. (15) Ease of buying a ticket

	Rating	Amtrak (70)	Manassas (1274)	Fred'burg (1605)	Combined (2949)
A	Excellent	31.42%	26.62%	26.49%	26.65%
B	Very Good	40%	37.82%	36.01%	36.93%
C	OK	21.42%	24.12%	27.36%	25.84%
D	Needs Impr.	4.28%	9.32%	7.65%	8.31%
F	Poor	0	1.64%	1.49%	1.46%
N/A	N/A	2.85%	0.48%	1.00%	.81%

18. (16) Ease of Redeeming Metrocheks

	Rating	Amtrak (67)	Manassas (1213)	Fred'burg (1541)	Combined (2821)
A	Excellent	7.46%	2.88%	5.63%	4.43%
B	Very Good	8.95%	3.87%	6.15%	5.21%
C	OK	4.47%	5.19%	6.48%	5.88%
D	Needs Impr.	0	4.28%	2.07%	2.94%
F	Poor	0	1.73%	1.49%	1.56%
N/A	N/A	79.1%	82.05%	78.18%	79.97%

18. (17) P.A. System on train

	Rating	Amtrak (70)	Manassas (1249)	Fred'burg (1595)	Combined (2914)
A	Excellent	8.57%	13.83%	7.01%	9.99%
B	Very Good	18.57%	41.81%	25.09%	32.12%
C	OK	35.71%	33.73%	38.49%	36.41%
D	Needs Impr.	22.85%	6.55%	19.84%	14.21%
F	Poor	7.14%	2.00%	6.82%	4.74%
N/A	N/A	7.14%	2.08%	2.75%	2.54%

18. (18) P.A. Announcements on Platforms

	Rating	Amtrak (70)	Manassas (1241)	Fred'burg (1592)	Combined (2903)
A	Excellent	8.57%	4.98%	4.77%	4.96%
B	Very Good	17.14%	17.75%	16.62%	17.09%
C	OK	31.42%	35.42%	34.38%	34.79%
D	Needs Impr.	25.71%	26.18%	27.92%	27.14%
F	Poor	.1%	13.17%	14.05%	13.54%
N/A	N/A	7.14%	2.50%	2.26%	2.48%

18. (19) Level of Fare for Quality and Value of Service

	Rating	Amtrak (71)	Manassas (1256)	Fred'burg (1597)	Combined (2924)
A	Excellent	8.45%	4.05%	3.57%	3.86%
B	Very Good	18.3%	29.63%	17.79%	22.91%
C	OK	49.29%	48.21%	46.94%	47.61%
D	Needs Impr.	18.3%	15.41%	26.15%	21.37%
F	Poor	4.22%	2.38%	5.18%	3.90%
N/A	N/A	1.4%	0.32%	0.37%	.34%

18. (20) Overall Service Quality

	Rating	Amtrak (71)	Manassas (1259)	Fred'burg (1606)	Combined (2936)
A	Excellent	11.26%	20.49%	10.77%	14.95%
B	Very Good	33.8%	60.05%	48.32%	53.00%
C	OK	49.29%	16.92%	32.94%	26.46%
D	Needs Impr.	4.22%	2.14%	7.10%	4.90%
F	Poor	0	.40%	.62%	.51%
N/A	N/A	1.4%	0	.25%	.17%

19. How long have you been riding VRE?

		Amtrak (71)	Manassas (1282)	Fred'burg (1617)	Combined (2970)
1	< 6 mo.	26.76%	22.15%	18.68%	20.37%
2	6 mo. < 1 yr.	19.71%	19.34%	22.26%	20.94%
3	> 1 year	28.16%	36.43%	36.43%	36.23%
4	Since the first day	25.35%	22.07%	22.63%	22.46%

20. If you have been riding VRE for less than six months, which of the following influenced your decision to ride VRE?

		Amtrak (75)	Manassas (271)	Fred'burg (380)	Combined (726)
1	Special Delivery	25.33%	14.02%	7.37%	11.71%
2	Recommended by friend	18.66%	26.57%	13.68%	19.01%
3	Free bus transfers	26.66%	1.85%	1.05%	3.99%
4	Metrochek	24%	1.11%	1.84%	3.86%
5	New job	0	14.76%	29.21%	20.80%
6	Newspaper ad	0	0	1.05%	.55%
7	TV commercial	0	0	.26%	.14%
8	Joint Amtrak service	2.66%	0	3.95%	2.34%
9	New home	2.66%	9.96%	20.0%	14.46%
10	Other	0	31.73%	21.58%	23.14%

21. Please answer this question only if you are riding VRE more than you rode six months ago.

		Amtrak (39)	Manassas (287)	Fred'burg (395)	Combined (721)
1	Special Delivery	12.82%	16.72%	14.68%	15.40%
2	Bus transfers	7.69%	2.79%	2.53%	2.91%
3	Metrochek	5.12%	8.01%	7.34%	7.49%
4	Work/schedule change	17.94%	38.33%	35.95%	35.92%
5	Amtrak service	41.02%	2.09%	13.42%	10.40%
6	Other	15.38%	32.06%	26.08%	27.88%

22. If any of the following services were available at, or immediately adjacent to, your VRE station, which service would you use on a regular basis?

	Service	Amtrak (159)	Manassas (2773)	Fred'burg (3583)	Combined (6515)
1	Coffee and danish	21.38%	21.02%	23.75%	22.53%
2	Dry cleaning	13.83%	14.68%	14.99%	14.83%
3	Shoe Repair	5.66%	7.32%	7.01%	7.11%
4	Lottery tickets	8.17%	6.67%	9.21%	8.10%
5	Magazines	11.94%	9.81%	10.91%	10.47%
6	Film processing	2.51%	4.04%	3.29%	3.59%
7	Greeting cards	8.17%	7.43%	6.03%	6.68%
8	Library books/tapes	9.43%	7.68%	6.48%	7.06%
9	Auto servicing	5.03%	8.11%	6.78%	7.31%
10	Car washing	1.88%	3.93%	3.07%	3.41%
11	Flowers	4.4%	6.07%	3.99%	4.88%
12	Day care	2.51%	1.69%	1.87%	1.81%
13	Amtrak tickets	5.03%	1.55%	2.62%	2.23%

23. What TV stations do you most frequently watch for severe weather information?

	Station	Amtrak (100)	Manassas (1609)	Fred'burg (2012)	Combined (3721)
1	WRC (Ch. 4)	28.00%	33.25%	32.21%	32.55%
2	WTTG (Ch. 5)	17.00%	13.74%	14.86%	14.43%
3	WJLA (Ch. 7)	23.00%	18.89%	21.07%	20.18%
4	WUSA (Ch. 9)	18.00%	23.93%	22.42%	22.95%
5	Ch. 3 (WBG)	0	0	.50%	.27%
6	Newsch. 8	6.00%	9.51%	4.77%	6.85%
7	Ch. 3 (FBG)	6.00%	.06%	2.78%	1.69%
8	Ch. 10 (FFX)	0	.50%	.10%	.27%
9	Other	2.00%	.12%	1.29%	.81%

24. What radio stations do you most frequently listen to for severe weather info?

	Station	Amtrak (86)	Manassas (1493)	Fred'burg (1982)	Combined (3561)
1	WTOP	18.6%	17.01%	9.38%	12.81%
2	WASH	8.13%	11.32%	8.88%	9.88%
3	WMAL	10.46%	18.55%	5.10%	10.87%
4	WMZQ	11.62%	13.60%	9.08%	11.04%
5	WFLS	10.46%	.47%	19.17%	11.12%
6	WBQB	13.95%	1.21%	17.46%	10.56%
7	WGQR	1.32%	.13%	.81%	.53%
8	WJYJ	1.32%	.47%	2.12%	1.40%

9	NPR (90.9)	4.65%	9.11%	4.79%	6.60%
10	Other	19.76%	28.13%	23.21%	25.19%

25. What newspapers do you read?

	Paper	Amtrak (67)	Manassas (1238)	Fred'burg (1524)	Combined (2829)
1	Washington Post	73.13%	88.69%	74.07%	81.55%
2	Washington Times	8.95%	5.98%	7.60%	7.03%
3	USA Today	1.49%	1.53%	2.75%	.81%
4	The Ffx. Journal	0	.40%	.13%	.25%
5	The Potomac News	2.98%	.32%	2.43%	1.56%
6	Richmond Times Dis.	2.98%	.16%	.96%	.67%
7	The Ffx. Connection	0	.24%	.06%	.14%
8	The Free Lance-Star	8.95%	0	11.30%	6.47%
9	P.W. Journal	1.49%	.40%	.13%	.28%
10	Journal Messenger	0	.89%	.06%	.42%
11	Stafford Co. Sun	0	0	.06%	.04%
12	Manassas Weekly Gazette	0	.24%	.32%	.28%
13	Other	0	1.13%	0	.49%

26. Who do you work for?

	Employer	Amtrak (70)	Manassas (1277)	Fred'burg (1610)	Combined (2957)
1	Non-military govt. agency	27.14%	44.01%	39.57%	41.19%

2	Military or military-related govt. agency	7.14%	14.10%	20.81%	17.59%
3	Private Co.	51.42%	33.59%	34.16%	34.33%
4	Self-employed	2.85%	1.96%	1.12%	1.52%
5	Other	8.57%	5.56%	4.29%	4.94%
6	N/A	2.85%	.78%	.06%	.44%

27. Does your employer provide the following?

	Benefit	Amtrak (28)	Manassas (396)	Fred'burg (528)	Combined (952)
1	Metrochek	39.28%	24.95%	28.57%	35.50%
2	Non-Metrochek transit subsidy	0	4.07%	4.32%	5.36%
3	Free parking	32.14%	27.91%	30.21%	38.13%
4	Subsidized parking	17.85%	16.27%	15.48%	20.69%
5	Other	10.71%	0	0	.32%

28. While we are currently unable to carry bicycles on the train, would you be interested in renting a bike locker at Alexandria, Crystal City, L'Enfant, or Union Station?

		Amtrak (69)	Manassas (1273)	Fred'burg (1596)	Combined (2938)
1	Yes	13.04%	10.09%	11.63%	10.11%
2	No	76.81%	89.91%	88.37%	81.59%
3	Alexandria	2.89%	13.59%	17.91%	1.36%

4	Crystal City	4.34%	32.03%	33.58%	2.76%
5	L'Enfant	1.44%	37.86%	40.30%	3.20%
6	Union Station	1.44%	16.50%	8.21%	.99%

29. Are you:

	Gender	Amtrak (69)	Manassas (1252)	Fred'burg (1571)	Combined (2892)
1	Male	55.07%	62.62%	59.90%	60.96%
2	Female	44.93%	37.38%	40.10%	39.04%

30. What is your age?

	Age	Amtrak (69)	Manassas (1275)	Fred'burg (1612)	Combined (2956)
1	under 18 years	x	.16%	.31%	.24%
2	18-24 years	7.24%	3.92%	4.16%	4.13%
3	25-29 years	10.14%	10.75%	8.44%	9.47%
4	30-34 years	26.08%	2.86%	13.40%	13.46%
5	35-39 years	14.49%	15.61%	19.04%	17.46%
6	40-44 years	17.39%	18.67%	16.75%	17.59%
7	45-49 years	20.28%	17.80%	19.73%	18.91%
8	50-54 years	2.89%	13.96%	11.17%	12.18%
9	55-59 years	1.44%	4.16%	4.78%	4.43%
10	60-64 years	0	1.73%	1.92%	1.79%
11	65-69 years	0	.39%	.31%	.34

12	70 and over	0	0	0	0
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31. Which category best represents your annual household income?

	Income	Amtrak (66)	Manassas (1225)	Fred'burg (1553)	Combined (2844)
1	under \$24,999	4.54%	2.45%	3.35%	2.99%
2	\$25,000 - 44,999	19.69%	11.92%	14.29%	13.40%
3	\$45,000 - 64,999	21.21%	21.96%	25.69%	23.98%
4	\$65,000 - 75,000	18.18%	18.20%	16.61%	17.33%
5	over \$75,000	36.36%	45.47%	40.05%	42.30%