

Virginia Railway Express 1998 Passenger Survey Summary of Results

1. 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 Center | i) Brooke | n) Franconia/Springfield |
| e) Rolling Road | j) Quantico | |

Question 1	Response														
Train #	A	B	C	D	E	F	G	H	I	J	K	L	M	N	Grand Total
84							57			16		13			86
300							44	43	13	19	17	31	6		173
302							46	68	13	32	24	54	6	1	244
304							71	79	30	37	32	33			282
306							43	45	34	28	26	30	5		211
308							42	38	12	14	7	17	6	3	139
310							15	12	5	7	2	12	1	2	56
319							2	9	1	1	1	7	2		23
322	20	41	21	32	15	3									132
324	42	69	38	45	12	4									210
326	36	58	39	51	40	3									227
328	34	70	56	67	44	15									286
330	33	51	50	48	28	6									216
332	15	25	19	20	10	6			1						96
Grand Total	180	314	223	263	149	37	320	294	109	154	109	197	26	6	2381

2. At which station will you get off the train this morning?
- | | | |
|-------------------|------------------|--------------------------|
| a) Union Station | e) Backlick Road | i) Franconia/Springfield |
| b) L'Enfant Plaza | f) Quantico | j) Other |
| c) Crystal City | g) Woodbridge | |
| d) Alexandria | h) Lorton | |

Question 2	Response											
Train #	A	B	C	D	E	F	G	H	I	J	Grand Total	
84	55	2	3	26					1		87	
300	39	67	45	12		1	1		7	1	173	
302	44	105	65	11		2	3	1	13		244	
304	31	120	94	29	1		1	1	6		283	
306	39	82	60	18		1		3	8		211	
308	38	54	24	20		1	1		1		139	
310	12	28	13	2					1		56	
319	2	12	6	2		2			1		25	
322	30	70	32								132	
324	47	102	55	5	1						210	
326	49	96	66	14	2						227	
328	58	135	82	11							286	
330	52	103	48	12	1						216	
332	21	49	17	8	1						96	
Grand Total	517	1025	610	170	6	7	6	5	38	1	2385	

3. What zip code is your destination?

Question 3, pg 1	Train #														
Zip Code	84	300	302	304	306	308	310	319	322	324	326	328	330	332	Grand Total
20001	7	11	5	8	8	6	4		2	5	10	11	12	5	94
20002	5	5	9	6	5	9	1		4	2	7	11	7		71
20003				1	1	1				1		1	1		6
20004		2	1	4	3	2	1		2	2	2	5	8	5	37
20005	5		3	9	4	4	4		3	2	3	14	8	5	64
20006	1		1	3	1	7	1		3		4	5	3	2	31
20007				1				1			1				3
20008	1					1									2
20009			1									1	1		3
20010									1						1
20013									3	2	1				6
20015										1					1
20016	1									1					2
20017						1									1
20018							1		1			2			4
20020					1										1
20023											1				1
20024		3	10	4	6	2	1	1	3	6	5	7	6	3	57
20025		1	1												2
20026			1										1		2
20032											1				1
20034										1					1
20035											1				1
20036	3	3	2	7	4	6	2	1	2	3	6	9	6	3	57
20037		1				4		1				1	1		8
20038												1			1
20040										1					1
20044														1	1
20045				1									1		2
20049						1									1
20051			1		1										2
20052													1		1
20054					1									1	2
20065			1	1	2										4
20068				1			1								2
20081			1												1
20082					1										1
20090		2				1									3
20091				1											1
20101													1		1
20105													1		1
20109									1						1
20110												1		1	2
20111										1					1
20121														1	1
20144											1				1
20151	1														1
20191				1											1

Question 3, pg 2	Train #															
Zip Code	84	300	302	304	306	308	310	319	322	324	326	328	330	332	Grand Total	
20201			1	1			1		3	2	1			2	11	
20202		1	6	1	6		1		2	2	5	5	3		32	
20203		1													1	
20204		1	2	1											4	
20210		2		1	1	1						3	3		11	
20211				1											1	
20212	1	3	4		2	3			2	1	1	3	4		24	
20215												1			1	
20217			1												1	
20219		2		1		1			1		1	1			7	
20220				1		1		1		2		1			6	
20222												4	1	1	6	
20224			1		1				1	1	4	1			9	
20226									1						1	
20227		1				1						1			3	
20228												1			1	
20229	1		1												2	
20230					1	1						1	1		4	
20231			2												2	
20235												1			1	
20240						1									1	
20246									1						1	
20249		1													1	
20250		2	2	2	3		2		3	4	2	3			23	
20254			1												1	
20260	1	1	3	2	3	1					3	5	2		21	
20268					1										1	
20285										1					1	
20301		1		1		1				2	1	2			8	
20303					1										1	
20306			1												1	
20307									2						2	
20309	1														1	
20310	1	1								1					3	
20314	1			1			1		1	2	1	1		1	9	
20318			1						1	1					3	
20330				3					2		1	1	1	2	10	
20340			1												1	
20350			1	1						2					4	
20374			1	1					1						3	
20380	1								1						2	
20397				1											1	
20401												1	1		2	
20405				1											1	
20407						1			2	1	1	3			8	
20408		1				1				1			1		4	
20410		2	2	2	1					4	1	4	2	2	20	
20416			1	1					1	1					4	
20420	1	1	1	1		1					1		1		7	
20423										1					1	
20425											1				1	

Question 3, pg 3	Train #														
Zip Code	84	300	302	304	306	308	310	319	322	324	326	328	330	332	Grand Total
20426			2		1			1	1	2	4		1		12
20433					1							1			2
20436			1		1	1			1	1		1			6
20439									1						1
20447										1					1
20450											1				1
20460		1		1	4	1			1	3	1	1	3	1	17
20472		3	1	2					1	2	1	1		2	13
20510	3	1		2		1				2	3	1	3		16
20515		1		1	1	1				3		1	4		12
20521										1					1
20523							1				1		1		3
20525											1		1		2
20526		1		1											2
20530												2		1	3
20531	1			1	1										3
20534	1	3	1						1	1	1				8
20535		1	1		1					3		2			8
20536		1	1						3			1			6
20537											1				1
20540				1						1	1		1		4
20541		1													1
20543													1		1
20544			1	1				1	1	3		1	1	3	12
20546			1			2						1	1	1	6
20547			1	5	2	1	1	1	3	2	1	7	4	1	29
20548			2			1	1		1		1	1	1		8
20549					1										1
20554												1			1
20560	1		1	3	1	1				2	4	3		2	18
20565										1		1			2
20570												1			1
20573										1					1
20576				1											1
20577											1				1
20580									2						2
20585		1	4	2	1	2		1		1	6	4	2	3	27
20590		8	6	8	5	1	1	1	2	7	4	10	3	2	58
20591		3	12	8	1	2	1	1	3	11	9	11	5		67
20592											1				1
20593		3	2	1	1				6	4	1	1			19
20594				1	1			1		1					4
20597							1								1
20706									3						3
20742	1														1
20814	1	1		1	1										4
20836										1					1
20856											1				1
20857			1												1
20876				1											1
20892	1													1	2

Question 3, pg 4	Train #														
Zip Code	84	300	302	304	306	308	310	319	322	324	326	328	330	332	Grand Total
20894										1					1
20895		1													1
20910	1	2		1	1					2		1			8
20950				1											1
20951													1		1
21111												1			1
21192														1	1
21202		1													1
21207													1		1
21324	1														1
21536			1												1
22001				1											1
22002				1											1
22003					1								1		2
22006													1		1
22011											1				1
22012										1			1		2
22015										1			1		2
22020			1			1					1				3
22021			1												1
22022			1												1
22024			1						1			1			3
22026		1													1
22029													1		1
22030				1							1	1			3
22031				1											1
22032			1								1				2
22036			1		1							1			3
22040									1						1
22041	1					1									2
22046		1				1									2
22049					1										1
22054													1		1
22059				1											1
22060		1	1	1	1	1					2				7
22075			1												1
22079				1											1
22090										1					1
22101											1				1
22110													2		2
22134	1				1			2							4
22151										1	2			1	4
22182		1													1
22191			1			1				1					3
22192				1											1
22193		1													1
22199					1										1
22201		1	4	4	1	1	1		1		1				14
22202	5	20	28	41	32	12	9	3	10	20	30	41	19	8	278
22203		4	2	2							1				9
22204				1		1							1		3

Question 3, pg 5	Train #														
Zip Code	84	300	302	304	306	308	310	319	322	324	326	328	330	332	Grand Total
22206			1	1							1				3
22207					1										1
22208					1										1
22209	1	3	2	3	1	2				1	1	1	4		19
22210					1										1
22215				1	3							1			5
22220														1	1
22224											1				1
22226			1												1
22227		1			1			1							3
22230		1													1
22240				2						1	1	1		2	7
22242		5	4	1	2					6	5	4			27
22245													1		1
22301		1		2											3
22302				1							2				3
22303	2			2											4
22304			1	1	1	1									4
22306				1											1
22310			3												3
22311				1			1								2
22312			2		1	1									4
22313				1	1								1		3
22314	9	5	4	14	11	15	1	1		1	7	5	9	5	87
22315			1			1									2
22318											1				1
22331			1								1	1	1	1	5
22332			1	1	1										3
22333		1		1											2
22350			1												1
22401	1	1					1								3
22405				1	1										2
22406				1				1							2
22407				1		1									2
22408			1	1											2
22409		1													1
22472											1				1
22510			1												1
22515			1												1
22554	1		1		2										4
22560													1		1
22590			1											1	2
22815				1											1
22901	1												1		2
23505													1		1
25090														1	1
25091			1												1
25805			1												1
60194											1				1
80920											1				1

Question 3	Train #														
	84	300	302	304	306	308	310	319	322	324	326	328	330	332	Grand Total
Total	87	173	244	284	211	139	57	25	132	210	228	286	218	97	2391

4. What is the zip code of your home address?

Question 4, pg 1	Train #														
Zip Code	84	300	302	304	306	308	310	319	322	324	326	328	330	332	Grand Total
19083														1	1
20013											1				1
20015													1		1
20039					1									1	2
20045							1								1
20100												1			1
20106												1	1		2
20108														1	1
20109									6	9	12	14	11	6	58
20110									34	49	49	52	41	18	243
20111									16	19	19	39	28	12	133
20112	1	1	4	1	1	1			5	26	13	20	11	4	88
20115										1	1		1		3
20116													1		1
20119										1	2	1		1	5
20120										1	1	1	2	1	6
20121										2	1	3	2	1	9
20124									4	5	4	6	4		23
20136									3	4	7	5	8	1	28
20137										1		1			2
20139									1		3				4
20151												1			1
20155									3	1	3	1	2	1	11
20169											1				1
20181									5	10	4	7	3		29
20182									1	1					2
20186									1	1		1	2		5
20187									2	3	2		1	6	14
20198										1					1
20209											1				1
20211													1		1
20260				1											1
20407	1														1
20408						1									1
20460													1		1
20525			1												1
20536										1					1
20950								1							1
21069													1		1
21110												1			1
21228	1														1

Question 4, pg 2	Train #														
Zip Code	84	300	302	304	306	308	310	319	322	324	326	328	330	332	Grand Total
22003									1	3	1	3	1	2	11
22010												1			1
22011										1					1
22015							1		22	23	47	46	37	17	193
22026	1	7	12	11	18	2	7								58
22030									3	2	2	6	1		14
22031													1		1
22032									8	16	16	20	16	6	82
22033										1		1			2
22037													1		1
22039		1				2	1	1	4	2	7	14	5	1	38
22042								1							1
22052											1				1
22079		4	6		4	4									18
22101			1												1
22109									1	1		1		1	4
22110									1	1	4	2	1		9
22111										1	2		2	1	6
22113				1											1
22134	2	1	1	2		1									7
22143		1													1
22150									1	1	1	3	4	2	12
22151									4	2	5	10	6	3	30
22152									3	4	7	13	4	1	32
22153							1	1			1		1		4
22172	3	1	2	7	2	1	1								17
22187									1						1
22191	3	19	28	18	15	9	6	4		1					103
22192	7	12	26	24	12	8	2	2				1	1	1	96
22193	2	9	11	13	9	4	2	1							51
22254		1		1											2
22302									1						1
22309									1						1
22310						1						1			2
22312													2		2
22314								1							1
22315			1			1	1					1			4
22320						1									1
22401	24	10	12	35	17	16	6								120
22402				1											1
22403	1	1		1											3
22404							1								1
22405	3	29	42	43	36	29	9	5							196
22406		2	7	7	7	2	2	2							29
22407	9	13	20	26	12	9	2								91
22408	7	10	15	10	9	4	1								56
22427	2														2
22436			1												1
22443			2	2		1									5
22450		1													1

Question 4, pg 3	Train #														
Zip Code	84	300	302	304	306	308	310	319	322	324	326	328	330	332	Grand Total
22485		3	2	5	4	1		1							16
22504			1												1
22508		2	1	2		1									6
22514			1												1
22534		1	2	1		1									5
22535						1									1
22538				1											1
22540					1										1
22546		4	1	2		2	1	1							11
22552						1									1
22553	3	10	7	9	7	11	2								49
22554	9	21	30	50	49	17	7	2							185
22555						1									1
22559						1									1
22565			1												1
22594						1									1
22602												1			1
22627										1					1
22630													1		1
22642													1		1
22655											1				1
22701								1		1			2	1	5
22705	1														1
22712			1							1	1	3	1		7
22714										1	1				2
22720												1			1
22724										1					1
22727													1		1
22728					1					1		1	1	1	5
22737										1					1
22742						1									1
22748													1		1
22749										1					1
22884	1														1
22903														1	1
22905			1												1
22908	1														1
22911											1				1
22912						1									1
22960				1						1					2
23024		2			1										3
23047											1				1
23112				1											1
23116	1														1
23117		1	1	2											4
23221	1	1													2
23223							1								1
23226						1									1
23231		1													1
23452			1												1

Question 4, pg 4	Train #														
Zip Code	84	300	302	304	306	308	310	319	322	324	326	328	330	332	Grand Total
23602		1													1
24552							1								1
27014														1	1
55108													1		1
62446		1													1
74127														1	1
90109										1					1

Question 4	Train #														
	84	300	302	304	306	308	310	319	322	324	326	328	330	332	Grand Total
Total	87	173	244	284	211	139	57	25	132	210	228	286	218	97	2391

5. How far is it from your home to the VRE station where you boarded today?

- a) Less than ½ mile
- b) ½ - 2 miles
- c) 3 - 5 miles
- d) 6 - 10 miles
- e) 11 miles or more

Question 5	Response					
Train #	A	B	C	D	E	Grand Total
84	7	18	25	23	14	87
300	6	39	44	45	39	173
302	8	53	58	79	46	244
304	11	56	77	88	48	280
306	14	39	53	70	35	211
308	8	36	31	34	30	139
310	4	12	20	13	7	56
319	2	8	6	6	3	25
322	11	64	33	13	11	132
324	10	90	55	30	25	210
326	15	106	63	21	22	227
328	33	122	73	40	17	285
330	23	91	54	27	20	215
332	9	48	23	9	8	97
Grand Total	161	782	615	498	325	2381

6. If service were expanded to the following stations, which one, if any, would you choose?

- a) Clifton
- b) Gainesville
- c) Widewater
- d) Cherry Hill
- e) Richmond
- f) Ashland
- g) Culpeper
- h) Midland
- i) Calverton
- j) None of these

Question 6	Response										
Train #	A	B	C	D	E	F	G	H	I	J	Grand Total
84			3	1	13	1	1			60	79
300	1	1	10	6	15	2	1			129	165
302	7	2	15	14	16	1	3	1		170	229
304	2	1	23	7	26	4	6			203	272
306	2	1	13	14	16		1	1		157	205
308	1		9	4	11	3	2	1		104	135
310			4	7	10	1	2			30	54
319			1			1	1			21	24
322	8	12			1				1	106	128
324	15	13		1	5		7	2	2	151	196
326	11	12			6	2	6	2	2	177	218
328	28	11			7		4	2	4	212	268
330	22	17			5	1	7	2	2	153	209
332	6	8			7		2	4		66	93
Grand Total	103	78	78	54	138	16	43	15	11	1739	2275

7. 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) Bicycled
- g) OmniLink
- h) Fairfax Connector
- i) DASH
- j) Arlington Trolley
- k) Other

No responses for answers I or J.

Question 7	Response										
Train #	A	B	C	D	E	F	G	H	K	Grand Total	
84	53	6	17		7		1		2	86	
300	133	10	14	1	6		8			172	
302	185	11	23		10		8		2	239	
304	203	25	27		7		12		1	275	
306	159	11	23		7		9			209	
308	103	6	22		5		1	1		138	
310	38	4	9		2	1			1	55	
319	18	3	2	1			1			25	
322	104	5	9	1	11	1	1			132	
324	169	8	18		5		9		1	210	
326	171	16	29		3		3			222	
328	210	15	37		16		3			281	
330	175	6	19		11		4			215	
332	71	1	19		4					95	
Grand Total	1792	127	268	3	94	2	60	1	7	2354	

8. Do you have flex time or early quit?

- a) Yes
- b) No

Question 8	Response		
Train #	A	B	Grand Total
84	33	53	86
300	96	74	170
302	123	113	236
304	109	164	273
306	93	115	208
308	49	86	135
310	24	31	55
319	6	18	24
322	76	51	127
324	118	90	208
326	104	111	215
328	110	171	281
330	90	124	214
332	44	49	93
Grand Total	1075	1250	2325

9. What are your flex hours?

- a) Four 9-hour days c) 9 out of 10 days
b) No Fridays d) Other

Question 9	Response				
Train #	A	B	C	D	Grand Total
84	6	4	5	20	35
300	19	8	34	40	101
302	21	5	56	47	129
304	9	2	41	62	114
306	12	2	30	55	99
308	3	3	8	35	49
310	3	2	8	11	24
319	2	1	2	3	8
322	8	7	39	24	78
324	11	4	66	44	125
326	16	2	38	51	107
328	15	5	30	66	116
330	8	2	23	53	86
332	5	3	8	29	45
Grand Total	138	50	388	540	1116

10. How many days a week do your work outside your home?

- a) 1 b) 2 c) 3 d) 4 e) 5

Question 10		Response					
Train #	A	B	C	D	E	Grand Total	
84		2	1	3	74	80	
300	4	3	4	17	128	156	
302	5		3	13	205	226	
304	5	1	1	4	247	258	
306	6	1	3	8	172	190	
308	2	1	5	5	114	127	
310	1	1	3	7	41	53	
319				1	24	25	
322	3		1	10	109	123	
324	3	1	2	18	175	199	
326			3	11	194	208	
328		2	8	10	244	264	
330	2	2	4	10	175	193	
332		2	4	5	78	89	
Grand Total	31	16	42	122	1980	2191	

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

- a) Walk d) Metrorail
 b) Bike e) Car
 c) Taxi f) Bus
 g) Other

Question 11		Response							
Train #	A	B	C	D	E	F	G	Grand Total	
84	32		2	38	7	5	2	86	
300	110			36	10	12	4	172	
302	162	1	1	47	10	10	7	238	
304	187	1		64	9	9	4	274	
306	155		1	37	9	4	2	208	
308	86			38	6	6	1	137	
310	30			19	4	1	1	55	
319	19			6				25	
322	84			32	7	7	2	132	
324	159			26	7	14	4	210	
326	169			38	6	6	3	222	
328	199			56	13	5	9	282	
330	145			57	7	4	2	215	
332	68		1	23	3			95	
Grand Total	1605	2	5	517	98	83	41	2351	

12. What train do you normally ride home? (Times shown represent departures from Union Station and include Amtrak trains)

Manassas Line

- a) 6:38a/321
- b) 11:38a/51
- c) 3:55p/323
- d) 4:25p/325
- e) 5:05p/327
- f) 5:35p/329
- g) 6:25p/331
- h) 7:25p/19

Fredericksburg Line

- a) 6:53a/319
- b) 10:20a/79
- c) 3:05p/95
- d) 4:05p/301
- e) 4:40p/330
- f) 5:15p/305
- g) 5:45p/93
- h) 5:55p/307
- i) 6:40p/309
- j) 8:15p/85

Q12, Manassas	Response								
Train #	A	B	C	D	E	F	G	H	Grand Total
84					1				1
300					2				2
302							1		1
304				1		1			2
306						1			1
308					2				2
310				1		1			2
322	1	1	44	29	29	15	8	1	128
324	2		58	56	57	23	12		208
326	2		42	56	63	44	12		219
328	2		23	48	99	80	26		278
330	1		14	22	77	62	37		213
332			6	12	26	27	20	1	92
Grand Total	8	1	187	225	356	254	116	2	1149

Q 12, Fredericksburg	Response										
Train #	A	B	C	D	E	F	G	H	I	J	Grand Total
84	2			9	7	19	30	10	6	2	85
300		1	6	76	39	24	3	9	9		167
302	1		4	85	75	45	1	17	9		237
304	2		2	61	84	77	6	20	13	1	266
306	3		1	31	52	64	8	27	17		203
308			1	17	25	37	12	26	16		134
310	1		1	6	11	13	3	10	8		53
319				2	9	6		6			23
328					1	1		1			3
332						1					1
Grand Total	9	1	15	287	303	287	63	126	78	3	1172

13. What method of transportation do you rely on most on days you do not ride the VRE?

- a) Drove alone
- b) Carpool
- c) Vanpool
- d) Car and Metrorail
- e) Bus
- f) Bus and Metrorail
- g) Slug"
- h) Other

Question 13	Response								
Train #	A	B	C	D	E	F	G	H	Grand Total
84	48	9		12				9	78
300	107	11		22	5	1	2	16	164
302	149	21	3	37	2		5	20	237
304	167	24	2	42	1	4	5	19	264
306	116	22		38	8		1	19	204
308	69	11	1	34	1	1	3	10	130
310	36	4		9		1	1	3	54
319	9	4		8				2	23
322	66	4		42	1	7		3	123
324	112	9	2	60	4	6		10	203
326	92	19		82	1	8	3	15	220
328	108	9	1	123	4	4	5	16	270
330	84	15	1	90	1	5	4	8	208
332	45	4		35		4	1	3	92
Grand Total	1208	166	10	634	28	41	30	153	2270

14. Before you began using VRE, what was your average travel time from home to work? hours minutes

Question 14		Train #														Grand Total
Hrs	Mins	84	300	302	304	306	308	310	319	322	324	326	328	330	332	
0	0	23	31	46	85	55	27	14	6	14	34	48	53	35	14	485
	2					1										1
	5				1	1	1									3
	10	1									1		1		1	4
	15		1	3	1		1					2	1		1	10
	20	1	2	4		1	1			2	1	1	3	5		21
	25		1	1						4			1			7
	30		5	3	6	3	4			5	2	9	7		3	47
	35		5	1	1	2	3			3	1	2	3	4	1	26
	40		5	4	5	4			1	3	11	10	8	7	2	60
	45	2	16	8	13	12	8		4	15	25	21	24	9	6	163
	46												1			1
	47										1					1
	50	1	4	5	3	8	3	1		11	11	13	12	8	1	81
	52				1											1
	55		2	4	3	3	1	1		6	3	6	5	5	1	40
	57	1														1
	58			1												1
0 Total		29	72	80	119	90	49	16	11	63	90	112	119	73	30	953
1	0	11	23	36	47	25	17	11	4	22	48	37	36	29	21	367
	5		2	1	5	2					3	4	7	5	2	31
	10	5	9	17	9	10	9	3		7	8	8	17	7	3	112
	11										1					1
	14												1			1
	15	7	13	23	23	16	18	4	3	9	21	19	21	20	9	206
	20	4	6	14	12	7	6	3		3	5	10	13	16	4	103
	25	2			1		1	1			1		1	1		8
	30	8	19	34	33	29	14	10	5	17	19	24	44	27	11	294
	35			7	1	2	1	1		1	1		2	1		17
	40	1			7	1	3	1	1	1	1	1	1	2	1	21
	45	1	5	9	10	6	7	1			4	4	14	8	3	72
	50		2		1		1			1		1	2	1	3	12
	55	1														1
1 Total		40	79	141	149	98	77	35	13	61	112	108	159	117	57	1246
2	0	11	13	16	11	20	8	3		5	6	6	7	24	7	137
	10		1	1	1											3
	15	2		2	1	2	1							1		9
	20			1												1
	30	3	3	2	2	1	4	1	1	3		2	1	2	3	28
	45	1	1													2
2 Total		17	18	22	15	23	13	4	1	8	6	8	8	27	10	180
3	0	1	2	1				2			1			1		8
	30		1		1						1					3
3 Total		1	3	1	1			2			2			1		11
4	20		1													1
4 Total			1													1
Grand Total		87	173	244	284	211	139	57	25	132	210	228	286	218	97	2391

15. Now, including your use of VRE, what is your average travel time from home to work? hours minutes

Question 15		Train #														Grand Total
Hrs	Mins	84	300	302	304	306	308	310	319	322	324	326	328	330	332	
0	0	6	6	8	23	13	2	4	2	2	3	7	6	6	5	93
	7								1							1
	10										1					1
	15														1	1
	20		1			1		1							1	4
	25		1	1					1			1				4
	26											1	1	1		3
	30		2	3	1	3	2		1	5	4	5	1	5	2	34
	35	1		3	1	3		2	1	2	1	4	12	2	2	34
	40		2	4	3		4			7	8	6	13	9	6	62
	41														1	1
	43								1						1	2
	45		5	8	5	11	6	2		5	16	19	23	12	9	121
	46										1					1
	47									1			1	1		3
	48			1				1								2
	50	2	1	4		2	1		1	6	15	18	17	8	4	79
	55	1	2	1	2	4	3	1		7	12	7	7	6		53
	57										1					1
	59												1			1
0 Total		10	20	33	35	37	18	11	8	35	62	68	82	51	31	501
1	0	8	15	27	25	28	14	14	3	21	36	44	50	50	25	360
	5	2	2	6	2	2		1	1	1	7	7	7	9	3	50
	7										1					1
	8						1									1
	10	3	14	13	12	16	6			12	16	20	22	20	7	161
	15	4	15	26	33	21	16	1	3	18	19	22	41	21	3	243
	18		1													1
	20	9	19	20	21	21	12	7	1	9	16	14	27	20	3	199
	25	1	3	9	11	6		1		3	4	3	2	3	1	47
	28												1			1
	30	15	24	44	58	38	25	13	4	22	25	27	29	22	16	362
	35	1	8	5	8	2	1			1	3	1	3	2	2	37
	40	6	1	12	10	4	4	2		2	3	5	4	2	1	56
	42		1													1
	45	8	11	18	24	15	12	1		2	5	6	6	5	1	114
	50	3	2	5	3	5	3		2	1	1	1	2	2		30
	55				1				1							2
1 Total		60	116	185	208	158	94	40	15	92	136	150	194	156	62	1666
2	0	10	17	16	23	13	20	5	1	5	7	6	8	6		137
	5			2	3		1									6
	10	1	4	2	3	1	1					1	1			14
	11										1					1
	15	1	4	2	3	1	3								2	16
	20			1	1				1							3
	25														1	1
	30	3	5		7	1	1	1			3	1		2		24
	35		1													1
	45						1								1	2
	49			1												1
	50		3													3
2 Total		15	34	24	40	16	27	6	2	5	11	8	9	9	3	209
3	0	1	2	1	1								1	2		8
	15										1					1
	55		1													1
3 Total		1	3	1	1						1		1	2		10
4	0	1		1								1				3
	20											1				1
	40														1	1
4 Total		1		1								2			1	5
Grand Total		87	173	244	284	211	139	57	25	132	210	228	286	218	97	2391

The change in commuting time from before using VRE to now using VRE.

Change in	Train #														Grand Total
Minutes	84	300	302	304	306	308	310	319	322	324	326	328	330	332	
-105			1												1
-90		2							1				1		4
-80		1							1					1	3
-75		2			1	2							2		7
-70													1	1	2
-65	1		2			1									4
-60	3	2		1	2	1	3			1	1	4	3	7	28
-55	1		1		1		1						1		5
-50				1	2					1		3	4		11
-49														1	1
-45	1		3	4	5	2			1		4	2	5	1	28
-43													1	1	2
-40	1	2	2		3		2	2		3	8	2	5	1	31
-35	2	1	3	2	3		1		2	1	4	4	1		24
-34											1				1
-32													1		1
-31													1		1
-30	7	5	18	10	17	9	6		14	12	13	14	13	5	143
-25	2	3	1		4	1	1		2	1	4	9	4	2	34
-23										1					1
-22			1										1		2
-20	1	4	11	9	4	4	1	1	5	5	8	13	14	8	88
-19												1			1
-15	3	6	20	12	19	12	3	3	6	18	16	27	23	6	174
-14										1		1			2
-12							1								1
-10	1	3	6	4	7	4	2	3	9	9	6	19	16	7	96
-8		1													1
-5	1	3	4	5	3	1		1	2	4	9	10	10	2	55
-2						1		1		1					3
0	34	49	81	119	77	39	21	9	30	67	83	101	69	31	810
5	1	2	2	8	4	3	2		2	7	3	10	2	2	48
6													1		1
8		1													1
10	2	6	11	10	4	7	1		9	18	10	13	6	1	98
15	5	15	16	23	8	12	1	3	11	15	22	13	10	8	162
20	5	10	10	12	11	7	1		9	13	8	9	6	2	103
23	1			1											2
25	2	4	8	5	4	4	2		3	3	3	4	4	2	48
27			1												1
29													1		1
30	3	23	14	21	12	11	6		9	13	7	11	7	5	142
35		4	4	5	5	2			1	4	7	1	1	2	36
40	2	6	4	5	7	3	2		5	1	2	1	2		40
45	2	3	5	10	4	5			6	6	3	5	1		50
50	1	1	2	2	1				1	1			1		10
55		1	2		1	2									6
60	3	6	3	6	2	2		1		2	2	2	1		30
65		1							2			1		1	5
70	1	1	1			1		1	1			1			7
75		1	1	3		1				1		1			8
80			2	2						1	1				6
85	1					1					1		1		4
89			1												1
90		1		2											3
105			1	1		1					1				4
110				1											1
115			1												1
120			1										1		2
130		1													1
135		1													1
170		1													1
180											1				1
Grand Total	87	173	244	284	211	139	57	25	132	210	228	286	218	96	2390

16. 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) Bus and Metrorail
- g) "Slug"
- h) I have always used VER
- i) Other

Question 16	Response									
Train #	A	B	C	D	E	F	G	H	I	Grand Total
84	41	10	5	6	3	1	1	8	2	77
300	89	14	14	7	9	5	2	18	6	164
302	103	26	26	16	11	8	2	31	7	230
304	121	31	22	12	10	9	5	39	8	257
306	77	26	12	20	17	5	3	24	6	190
308	61	17	8	14	9	3	3	16	3	134
310	28	5	2	4	3	3		8	2	55
319	8	9		2	1	1		3		24
322	60	17	3	29	1	9	1	7	1	128
324	83	20	24	25	3	13	2	26	5	201
326	85	33	10	35	9	13		24	4	213
328	89	29	13	68	8	16	5	30	7	265
330	85	21	5	51	4	20	4	14	6	210
332	46	8	3	19	1	9	1	7		94
Grand Total	976	266	147	308	89	115	29	255	57	2242

17. How many days do you normally ride VRE per week?

- a) One
- b) Two
- c) Three
- d) Four
- e) Five

Question 17	Response					
Train #	A	B	C	D	E	Grand Total
84	2	3	8	5	68	86
300	2	3	9	29	128	171
302	4	1	9	35	193	242
304	6	3	7	32	227	275
306	8	7	20	26	138	199
308	3	7	13	12	103	138
310	1		7	11	34	53
319	1			6	17	24
322	3	1	4	31	92	131
324	1	1	9	40	157	208
326	5	2	11	33	176	227
328	4	5	14	54	205	282
330	4	8	13	29	161	215
332	1	8	8	16	62	95
Grand Total	45	49	132	359	1761	2346

18. Does this number include Fridays?
a) Yes b) No

Question 18	Response		
Train #	A	B	Grand Total
84	81	5	86
300	150	16	166
302	230	9	239
304	262	7	269
306	180	18	198
308	124	15	139
310	51	4	55
319	20	3	23
322	114	15	129
324	184	17	201
326	207	11	218
328	269	11	280
330	199	15	214
332	84	8	92
Grand Total	2155	154	2309

19. If carpooling restrictions were changed on I-95/395 from HOV-3 to HOV-2, would that change your commuting habits?

a) Yes b) No

Question 19	Response		
Train #	A	B	Grand Total
84	13	71	84
300	19	147	166
302	35	204	239
304	37	236	273
306	34	169	203
308	10	124	134
310	4	52	56
319	3	18	21
322	4	125	129
324	8	200	208
326	9	214	223
328	8	268	276
330	4	206	210
332	3	88	91
Grand Total	191	2122	2313

VRE is considering several initiatives to mitigate traffic during the I-95/395 "Mixing Bowl Project". As part of that we know that commuting time by car will increase 15 minutes to 1 hour over current times.

20. During the construction would you rather have:

- a) More service (mid-day/earlier afternoon) b) Less Cost

Question 20	Response		
Train #	A	B	Grand Total
84	28	56	84
300	67	98	165
302	101	135	236
304	112	160	272
306	83	119	202
308	49	86	135
310	23	31	54
319	8	16	24
322	27	84	111
324	78	109	187
326	89	108	197
328	94	161	255
330	83	107	190
332	45	43	88
Grand Total	887	1313	2200

21. If you chose less cost, then how much less:

- a) 10% b) 20% c) 30% d) 40%

Question 21	Response				
Train #	A	B	C	D	Grand Total
84	7	21	10	17	55
300	22	47	8	31	108
302	26	50	18	52	146
304	25	60	21	59	165
306	19	55	21	34	129
308	15	38	7	23	83
310	6	12	2	14	34
319	6	6	1	4	17
322	18	36	8	22	84
324	27	47	10	30	114
326	24	47	8	34	113
328	31	71	14	54	170
330	22	41	12	31	106
332	6	21	6	11	44
Grand Total	254	552	146	416	1368

22. If there was an early Friday train - what time should it leave Union Station:

- a) Noon b) 12:00-12:30p c) 12:30-1:00p d) 1:00-1:30p
 e) 1:30-2:00p f) 2:00-2:30p g) 2:30-3:00p h) 3:30-4:00p

Question 22	Response								
Train #	A	B	C	D	E	F	G	H	Grand Total
84	1	4	5	8	11	19	16	16	80
300	17	25	20	16	14	20	26	26	164
302	22	23	30	26	14	29	43	49	236
304	25	23	35	31	31	34	42	41	262
306	19	14	26	32	20	25	35	18	189
308	5	4	10	15	20	27	24	19	124
310	7	2	7	4	5	9	12	6	52
319	2	2	3	1		5	4	2	19
322	11	8	14	17	18	15	23	10	116
324	16	25	33	19	20	20	34	26	193
326	16	16	31	20	20	30	53	24	210
328	17	17	30	43	23	31	48	43	252
330	12	4	25	37	20	30	32	30	190
332	4	2	8	23	7	13	19	6	82
Grand Total	174	169	277	292	223	307	411	316	2169

23. What time should the earliest train leave Union Station everyday (except Friday):

- a) Noon b) 12:00-12:30p c) 12:30-1:00p d) 1:00-1:30p
 e) 1:30-2:00p f) 2:00-2:30p g) 2:30-3:00p h) 3:30-4:00p

Question 23	Response								
Train #	A	B	C	D	E	F	G	H	Grand Total
84	4	5	4	3	9	12	17	24	78
300	7	5	5	10	6	13	35	82	163
302	12	14	12	11	7	20	51	108	235
304	13	7	14	12	12	27	62	112	259
306	12	2	15	9	10	17	51	71	187
308	5		4	4	11	20	40	41	125
310	4		3	2	2	8	15	18	52
319	1	1			1	2	6	8	19
322	2	8	6	4	2	6	30	57	115
324	2	10	11	3	8	11	45	103	193
326	2	5	14	10	10	22	43	100	206
328	6	4	11	15	5	31	64	113	249
330	7	1	7	6	6	23	56	82	188
332	3	2	3	3	3	12	28	29	83
Grand Total	80	64	109	92	92	224	543	948	2152

24. What are your work hours:

Start Time:

Question 24	Train #															
Start Time	84	300	302	304	306	308	310	319	322	324	326	328	330	332	Grand Total	
0115			1												1	
0200		1													1	
0230									1						1	
0400													1		1	
0420		1													1	
0430												1			1	
0540												1			1	
0600		3	2	3		1	2			2		2	1		16	
0610									1						1	
0615		1							3	1					5	
0620									2						2	
0630		44	7	4	2	1		1	61	12	12	2	6		152	
0635			1												1	
0640									1						1	
0645		23	1			2			10	1	1		1	1	40	
0650			2							2					4	
0700		64	74	19	15	4	3	1	34	105	17	6	6	2	350	
0705			3												3	
0710			8		1					1	1				11	
0715		3	31	5	1			1	3	19	2				65	
0720		1													1	
0730		3	13	58	33	11	4	5	2	6	35	85	17	8	4	284
0735												1			1	
0740			1	1	2	1						1			6	
0745		1	1	3	31	4			1	1	5	26	6	4	1	84
0750		1										1			2	
0755													1		1	
0800		13	12	27	119	51	10	10	7	3	14	59	136	27	9	497
0805													1		1	
0810													2		2	
0815		4		3	12	12	4			1	2	2	20	5	65	
0820				1									1	1	3	
0830		38	1	4	25	73	20	6	8	2	7	6	55	71	12	328
0840					1								1	3	5	
0845		5		1		3	5	1					3	17	4	39
0855															1	1
0900		18	1	5	6	18	75	12	2		3	3	16	55	40	254
0910							1								1	1
0915							3	1							1	5
0930		1				1	5	8					1	1	8	25
1000		1						3					1	1	2	8
Grand Total	85	170	232	260	194	135	51	23	129	209	219	272	207	85	2271	

End Time:

Question 24	Train #														
End Time	84	300	302	304	306	308	310	319	322	324	326	328	330	332	Grand Total
0200			1				1	1					1		4
0230			2	1	1					1					5
0300	1	5	1	1	3	1	2		4	2	3	7			30
0315		5							1	1					7
0330	2	15	24	4	3	3	1		16	19	6	2	2		97
0340		2	1	1											4
0345		5	8	3					9	6	2		1		34
0350		1	1								1				3
0400	8	38	39	33	19	11	7		23	44	41	14	13	8	298
0410			1	2					2			1			6
0415	1	8	5	10	5	2		1	5	10	10	4	3	2	66
0420	1	1		1	1					3					7
0425			1						1		1	1			4
0430	8	20	38	50	20	8	9	4	15	38	41	47	18	4	320
0440			6		1	2									9
0445	2	3	10	6	9	2		2	1	9	6	14	3	1	68
0450				2	1						1	1			5
0500	30	20	36	61	50	39	10	6	9	32	51	104	66	23	537
0505											1	1	1	1	4
0510			1		1							1	2		5
0515	4	2	2	15	8	10			4	5	4	4	13	3	74
0520										2	1	1	2		6
0525													1	1	2
0530	15	5	6	16	20	28	7	5	9	9	16	31	34	16	217
0545			2	3	3	1				1	1	2	2		15
0600	4	6	2	5	17	14	9	1	2	5	1	11	26	16	119
0610											1	1	1		3
0615			2							1	2		6	4	15
0630	2	2	1		3	4	2		5	1	2	3	2		27
0645					1	1									2
0700	1	2			2						2		1	1	9
0730				1	1								2	2	6
0800		1	1							1					3
0830		1			1										2
1130											1				1
1200					1										1
1300		1													1
1500		2	1		1				1		1			1	7
1530		1	2	1					4	2					10
1545		1	2	1					1						5
1600		7	12	4	5	1	1		2	5	8	3	1		49
1610				2											2
1615				1				1	1	1	2				6
1630		8	8	10	4	2		2	4	2	3	3			46
1645			1	4							1				6
1700	5	2	6	14	7			1	3	5	6	9	4	2	64
1715					2				1						3
1730			1		1	2			1		1	2			8
1745					1								1		2
1800			3	1		1	1		1	2		1			10
1830		1	1	1							1				4
Grand Total	84	167	227	254	191	133	50	23	126	206	218	269	205	85	2238

25. How many minutes does it take you to get to the VRE station once you leave work?

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

Question 25	Response					
Train #	A	B	C	D	E	Grand Total
84	9	22	20	18	16	85
300	33	52	42	23	22	172
302	53	89	49	26	25	242
304	55	94	63	32	29	273
306	45	81	49	16	10	201
308	25	47	33	21	13	139
310	12	19	14	8	2	55
319	5	14	1	3		23
322	28	40	42	12	7	129
324	53	84	49	12	11	209
326	60	100	36	21	8	225
328	80	100	47	40	15	282
330	43	88	52	23	10	216
332	22	34	24	9	4	93
Grand Total	523	864	521	264	172	2344

26. What type of ticket are you using today?
- a) Single Ride
 - b) Ten Trip
 - c) Monthly
 - d) Free Ride Certificate

Question 26	Response				
Train #	A	B	C	D	Grand Total
84	1	53	32		86
300	4	98	65	5	172
302	5	149	83	2	239
304	9	159	105	4	277
306	18	113	74		205
308	6	85	43	2	136
310	3	38	13	1	55
319	1	13	9		23
322	4	86	41	1	132
324	2	137	69	1	209
326	6	131	83	6	226
328	7	169	104	2	282
330	11	126	71	7	215
332	4	62	26	2	94
Grand Total	81	1419	818	33	2351

27. What type of ticket do you normally use?
- a) Single Ride
 - b) Ten Trip
 - c) Monthly
 - d) Free Ride Certificate

Question 27	Response				
Train #	A	B	C	D	Grand Total
84	1	45	38		84
300		96	74	1	171
302	4	141	92	1	238
304	6	144	124	1	275
306	14	110	79		203
308	3	84	50		137
310	2	36	17		55
319		15	8		23
322		86	45		131
324	1	123	85		209
326	3	134	88	1	226
328	4	164	113		281
330	4	121	88	1	214
332	2	56	35		93
Grand Total	44	1355	936	5	2340

28. Where did you purchase this ticket?
- a) At the station from Ticket Vending Machine (TVM)
 - b) At the station from a vendor
 - c) From an off-site vendor (e.g., Giant, 7-11)
 - d) From a transit store
 - e) Through the mail
 - f) From an Amtrak Ticket Vendor

Question 28	Response						
Train #	A	B	C	D	E	F	Grand Total
84	55	6	7	9	1	7	85
300	77	17	37	27	6	4	168
302	120	22	56	32	9	2	241
304	138	20	58	47	4	5	272
306	129	16	32	17	1	8	203
308	82	11	21	16	3	4	137
310	29	7	7	9	1	1	54
319	13	4	3	2		2	24
322	78	6	29	12	5	1	131
324	118	9	45	32	3		207
326	128	14	45	26	7	4	224
328	168	10	43	44	6	10	281
330	136	9	33	21	5	4	208
332	59	4	18	7	3	3	94
Grand Total	1330	155	434	301	54	55	2329

29. If an Electronic Funds Transfer method of payment (pre-authorized debit) for our VRE Monthly Ticket was introduced, would you use it?
- a) Yes
 - b) No

Question 29	Response		
Train #	A	B	Grand Total
84	26	56	82
300	43	124	167
302	47	182	229
304	80	188	268
306	45	148	193
308	26	104	130
310	18	37	55
319	3	20	23
322	33	94	127
324	48	156	204
326	45	172	217
328	71	198	269
330	63	139	202
332	30	58	88
Grand Total	578	1676	2254

30. Have you ever received a "Free Ride Certificate" as compensation for a delayed train?

a) Yes

b) No

Question 30	Response		
Train #	A	B	Grand Total
84	67	19	86
300	164	9	173
302	216	25	241
304	251	24	275
306	179	25	204
308	119	20	139
310	52	3	55
319	20	3	23
322	118	13	131
324	196	11	207
326	220	6	226
328	266	15	281
330	197	19	216
332	88	6	94
Grand Total	2153	198	2351

31. If yes, what did you do with the ticket?

- a) Used it
- b) Gave it to a friend
- c) Kept it for later use
- d) Did not use

Question 31	Response				
Train #	A	B	C	D	Grand Total
84	41	1	25	3	70
300	93	8	58	5	164
302	137	4	72	2	215
304	154	10	84	3	251
306	111	8	56	3	178
308	78	7	32	2	119
310	34	3	11	4	52
319	12		7	1	20
322	79	4	34	1	118
324	123	11	59	3	196
326	141	12	64	3	220
328	165	8	85	7	265
330	122	5	69	1	197
332	63		24	1	88
Grand Total	1353	81	680	39	2153

32. VRE changed its Free Ride Certificate (FRC) distribution program in January '98 to allow FRCs to be distributed on the train the same day as the delay. Do you like the change?

- a) Yes
- b) No

Question 32	Response		
Train #	A	B	Grand Total
84	77	1	78
300	169	1	170
302	231	2	233
304	257	3	260
306	184	3	187
308	131	2	133
310	51	1	52
319	19	2	21
322	122	4	126
324	199	3	202
326	216	5	221
328	266	6	272
330	197	7	204
332	89	1	90
Grand Total	2208	41	2249

33. Have you ever contacted VRE by e-mail?

a) Yes b) No

Question 33		Response	
Train #	A	B	Grand Total
84	23	63	86
300	61	111	172
302	92	150	242
304	99	174	273
306	61	143	204
308	38	100	138
310	15	39	54
319	2	21	23
322	44	86	130
324	71	136	207
326	66	159	225
328	92	190	282
330	61	153	214
332	24	71	95
Grand Total	749	1596	2345

34. Have you ever viewed VRE's website?

a) Yes b) No

Question 34		Response	
Train #	A	B	Grand Total
84	44	42	86
300	105	68	173
302	143	98	241
304	161	114	275
306	126	78	204
308	73	66	139
310	38	16	54
319	11	12	23
322	71	60	131
324	134	75	209
326	119	105	224
328	174	108	282
330	121	92	213
332	45	49	94
Grand Total	1365	983	2348

35. Have you used the FREE Guaranteed Ride Home Program offered by Council of Governments?

a) Yes b) No

Question 35	Response		
Train #	A	B	Grand Total
84	1	85	86
300	5	168	173
302	14	227	241
304	13	260	273
306	10	192	202
308	7	131	138
310	1	53	54
319	2	21	23
322	8	123	131
324	21	188	209
326	15	210	225
328	25	256	281
330	24	188	212
332	17	76	93
Grand Total	163	2178	2341

36. If yes, rate your level of satisfaction with the service received:
(1 being not satisfied - 10 being totally satisfied)

1 2 3 4 5 6 7 8 9 10

Question 36	Response										
Train #	1	2	3	4	5	6	7	8	9	10	Grand Total
84				1		1	3	7	2	2	16
300					3	4	11	9	5	4	36
302	1	1	1	1		2	11	16	8	7	48
304	3		2	2	1	3	10	20	9	8	58
306	3	1	2	2	3	1	6	5	11	6	40
308	3				1	4	4	9	5	3	29
310							1	3	3	2	9
319							2	1	2		5
322	2		1			1	3	6	9	4	26
324	3			1	1	1	5	16	13	10	50
326		2	1	2	3	1	8	18	12	5	52
328	4		1	3	5	3	5	18	21	13	73
330	2	1	1	1	1	2	5	15	16	12	56
332	3	2			1	2	4	5	6	6	29
Grand Total	24	7	9	13	19	25	78	148	122	82	527

37. Have you ever used JumpStart (VRE's early bus home on Fridays)?

a) Yes b) No

Question 37	Response		
Train #	A	B	Grand Total
84	11	76	87
300	58	114	172
302	78	164	242
304	74	205	279
306	41	166	207
308	19	119	138
310	9	46	55
319	5	18	23
322	35	96	131
324	57	153	210
326	41	184	225
328	49	231	280
330	38	178	216
332	19	75	94
Grand Total	534	1825	2359

38. If yes, please rate your overall satisfaction with the JumpStart Program:

(1 being not satisfied - 10 being totally satisfied)

1 2 3 4 5 6 7 8 9 10

Question 38	Response										
Train #	1	2	3	4	5	6	7	8	9	10	Grand Total
84			2			2	1	4		2	11
300		1	2	1	1	2	3	12	11	26	59
302	1	1		2	2	4	8	18	18	24	78
304		1	2		1	5	8	13	13	31	74
306			1		1	2	4	8	8	18	42
308	1			1	2	1	2	2	5	6	20
310				1	1		1	1	1	5	10
319								1		4	5
322		1	2		1	3	1	9	8	10	35
324	1		2	3	2	3	5	12	13	16	57
326	1		1		1	4	7	11	5	11	41
328	4	2	1	1	4	4	3	16	7	9	51
330		1	1	1	3	4	2	12	4	10	38
332		1		1		2		6	2	7	19
Grand Total	8	8	14	11	19	36	45	125	95	179	540

39. Have you ever used the VRE-TLC card that offers unlimited trips on VRE and Metrorail?

- a) Yes b) No

Question 39	Response		
Train #	A	B	Grand Total
84	10	77	87
300	15	157	172
302	23	218	241
304	28	252	280
306	12	194	206
308	15	122	137
310	5	50	55
319		22	22
322	10	120	130
324	13	197	210
326	9	217	226
328	20	260	280
330	15	200	215
332	6	89	95
Grand Total	181	2175	2356

40. What should be changed to make the TLC more attractive?

- a) Lower Fares b) More Service

Question 40	Response		
Train #	A	B	Grand Total
84	43	4	47
300	84	8	92
302	122	21	143
304	145	10	155
306	90	11	101
308	74	7	81
310	32	3	35
319	8	2	10
322	74	10	84
324	95	14	109
326	104	22	126
328	151	18	169
330	106	16	122
332	36	12	48
Grand Total	1164	158	1322

41. Have you tried VRE's Café Express?

a) Yes b) No

Question 41	Response		
Train #	A	B	Grand Total
84	41	45	86
300	60	112	172
302	100	142	242
304	124	156	280
306	102	105	207
308	65	72	137
310	32	23	55
319	10	13	23
322		126	126
324	1	201	202
326		221	221
328	3	274	277
330	2	203	205
332	2	91	93
Grand Total	542	1784	2326

42. If yes, rate your level of satisfaction with the serviced received?

(1 being not satisfied - 10 being totally satisfied)

1 2 3 4 5 6 7 8 9 10

Question 42	Response										
Train #	1	2	3	4	5	6	7	8	9	10	Grand Total
84			1	1	6	4	7	7	6	9	41
300	1	3	1	2	5	3	10	17	7	10	59
302	1		4	4	16	14	9	17	11	26	102
304	6		7	6	12	13	13	35	17	18	127
306	3	3	2	3	12	10	12	21	20	14	100
308		1	4	3	9	8	9	6	6	15	61
310		1	1		1	3	6	4	4	12	32
319	1				2	1	3	1		3	11
322									1		1
324								1	1	1	3
326	1						1			1	3
328	2						1		1	2	6
330						1				1	2
332		1						1		1	3
Grand Total	15	9	20	19	63	57	71	110	74	113	551

43. Did you know that bikes are now allowed on VRE Café Cars?

- a) Yes b) No

Question 43	Response		
Train #	A	B	Grand Total
84	15	71	86
300	50	121	171
302	54	187	241
304	58	219	277
306	40	164	204
308	31	106	137
310	12	43	55
319	3	20	23
322	14	112	126
324	18	187	205
326	29	193	222
328	21	255	276
330	20	191	211
332	7	83	90
Grand Total	372	1952	2324

44. 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 the VRE when I purchased my home.

Question 44	Response				
Train #	A	B	C	D	Grand Total
84	24	10	33	17	84
300	52	27	52	37	168
302	93	38	62	46	239
304	91	59	84	44	278
306	71	39	60	36	206
308	40	32	37	27	136
310	22	7	15	10	54
319	6	5	6	5	22
322	30	35	38	25	128
324	52	46	67	40	205
326	61	35	74	51	221
328	77	50	79	72	278
330	59	46	55	46	206
332	26	23	24	21	94
Grand Total	704	452	686	477	2319

45. Do you
 a) own your home/townhouse/condo?
 b) rent a home/townhouse/condo/apartment/room?

Question 45	Response		
Train #	A	B	Grand Total
84	60	26	86
300	146	21	167
302	213	27	240
304	222	54	276
306	179	29	208
308	107	30	137
310	44	11	55
319	21	1	22
322	118	13	131
324	188	22	210
326	196	29	225
328	238	40	278
330	179	33	212
332	76	19	95
Grand Total	1987	355	2342

46. What radio station do you listen to most often in the morning?

Question 46	Train #														Grand Total
	84	300	302	304	306	308	310	319	322	324	326	328	330	332	
95.9 FM	1	1	1	3	1	1	1	1							10
WAMU FM	5		9	13	6	6	2	2	9	10	14	16	11	4	107
WARW FM	1	4	7	5	6	3	3	1	4	3	3	8	6	4	58
WASH FM	1	3	4	5	5	3	2	1	3	7	8	9	6	3	60
WAVA FM	2		6	4	3	2			4	8	4	3	6	3	45
WBIG FM	4	6	6	9	5	6	1	1	10	24	16	21	14	4	127
WCPT AM												1			1
WCSP FM									1			1			2
WETA FM	4	6	4	12	8	7	1		3	11	4	13	7	5	85
WFAN AM										1					1
WFLS FM	2	22	25	35	19	13	6	2	3		1	1	1		130
WFMD AM			1												1
WFRE FM														1	1
WFVA AM		1	5	2	3	3									14
WGAY FM	1		2	4	2		1	2	8	7	8	12	4	1	52
WGMS FM		2	8	4	4	8	1	2	2	2	7	9	4	5	58
WGRQ FM					1										1
WHFS FM	2	2		2	4		2		1	6	4	4	4	1	32
WHUR FM	6	9	7	8	12	2	4	1	1	2	5	4	4	1	66
WINC FM									1	2		2	3	1	9
WJFK FM	6	5	5	11	15	2	2			6	10	12	10	7	91
WJYJ FM	1	3	5	4	4	5			1					1	24
WJZW FM	2	6	8	6	11	3			4	7	10	4	8	3	72
WKYS FM		2	1	1				1	1	2	2			1	11
WMAL AM		4	5	2	4				12	20	23	33	9	8	120
WMMJ FM			1	1	2	1		1						1	7
WMZQ FM		10	7	11	4	4	2	1	9	12	11	19	14	3	107
WPFW FM					2	1	1				1				5
WPGC FM	2	2	4	1	3	1					1	1	2		17
WQBQ FM	6	13	22	36	8	13	6			1	1	2			108
WRQX FM	3	8	11	4	7	5	1		5	7	8	20	11	6	96
WRVA		1		1											2
WTEM AM	1	1		2	2						1	5	3	1	16
WTOP	1	7	11	10	12	7	2	1	17	14	14	9	15	1	121
WTOP AM	1		1	2		1				4	1		4	1	15
WTOP FM		4	8		2	2	1		2	3	4	3	3	3	35
WWDC FM	4	7	2	8	10		3	2	3	3	8	7	10	4	71
WWRC AM				1							1	1	1		4
WWZZ FM	5	2	6	9	4	7	4		1	1	3	10	5	3	60
WYSK FM		1		1	1	1									4
Grand Total	61	132	182	217	170	107	46	19	105	163	173	230	165	76	1846

47. What radio station do you turn to to get your news, weather and traffic in the morning?

Question 47	Train #														
Response	84	300	302	304	306	308	310	319	322	324	326	328	330	332	Grand Total
95.9 FM			1	3	1	1	1								7
WAMU FM	5		8	12	7	6	2	4	7	9	16	22	10	9	117
WARW FM		2	4	2	2	2	1		2	1	2	3	4	2	27
WASH FM	1	6	3	6	3	3	2	1	4	8	8	4	5	1	55
WAVA FM	3		4	3	2	2			3	4	2	2	3	2	30
WBIG FM	5	4	4	10	4	7	2		7	16	15	11	11	4	100
WCPT AM														1	1
WETA FM	7	5	5	8	7	6			4	12	6	11	4	2	77
WFAN AM										1					1
WFLS FM	4	22	26	32	19	13	6	2	3			1	1		129
WFVA AM			3	4	2	3									12
WGAY FM	1		1	3	2		1	1	7	2	5	4	4	1	32
WGMS FM	1	2	5	3	3	6	2		2	2	8	5	3	4	46
WHFS FM				2	1				1	3	1		3	1	12
WHUR FM	6	5	7	3	9		2	1	1	2	1	2	3	1	43
WINC FM										1		1			2
WJFK FM	2	2	1	6	2	1	1			2	2	5	2	1	27
WJYJ FM	1	4	3	5	2	1	1						1	1	19
WJZW FM		3	6	4	8	3	1		2	6	4	3	7		47
WKYS FM		2	1	1				1		2	1				8
WMAL AM	1	7	9	4	5		1	1	14	23	27	45	15	10	162
WMMJ FM				1	2									1	4
WMZQ FM		10	7	10	3	4		1	7	10	10	11	8	1	82
WPFW FM						1	1								2
WPGC FM		1	2	1	2					1		1	1		9
WQBQ FM	7	11	25	32	10	17	10					1			113
WRQX FM	3	8	10	6	7	8	2		4	7	7	15	10	5	92
WRVA		1		1											2
WTEM AM			1	2	1						1	2	3	2	12
WTOP	3	11	18	19	25	9	2	2	21	24	18	25	29	2	208
WTOP AM	1	2	2	3	4	3	1	1	1	5	4	7	9	6	49
WTOP FM	2	6	7	7	7	2	1		2	8	6	8	7	5	68
WWDC FM	2	2	1	2	7		1	1	3	1	2	5	4	3	34
WWRC AM		1		2							1	1	1		6
WWZZ FM	3	1	7	6	2	3			1		2	7	2	2	36
WYSK FM		1			1	1									3
Grand Total	58	119	171	203	150	102	41	16	96	150	149	202	151	66	1674

48. What television station do you watch most often for news about weather conditions and cancellations?

Question 48	Train #															
Response	84	300	302	304	306	308	310	319	322	324	326	328	330	332	Grand Total	
11	1														1	
12	3	1	1	2	4		1								12	
17		1													1	
20					1										1	
21													1		1	
22											1				1	
26									1						1	
27											1				1	
29													1		1	
30												1			1	
32									1						1	
35											1				1	
39		1		2	1		1								5	
4	29	53	66	82	67	43	14	9	39	67	78	103	96	32	778	
41		1	1												2	
5	5	9	20	22	31	23	7	4	8	17	14	25	9	10	204	
6	1	1	1	2	3	3			1						12	
7	8	24	27	24	15	12	4	2	12	21	29	30	20	13	241	
8	2	5	4	4	3	4	3		5	4	10	17	9	2	72	
9	11	27	49	56	26	20	9	1	24	39	37	42	25	18	384	
CNBC			1									2			3	
CNN	3	4	4	6	3	1	2		1	2	1	2	2		31	
INTERNET												2	2		4	
MSNBC												1	1		2	
SATELLITE TV			1			1									2	
WEATHER CH	3	10	17	19	15	3	1		10	7	8	11	8	2	114	
WGN											1				1	
Grand Total	66	137	192	219	169	110	42	16	102	157	181	236	174	77	1878	

49. How long have you been riding VRE?

- a) Less than 6 months d) 1 - 2 years
 b) 6 months to a year e) 3+ years
 c) More than one year f) Since the start of service in Mid-1992

Question 49	Response						
Train #	A	B	C	D	E	F	Grand Total
84	27	11	15	9	12	13	87
300	23	16	30	35	35	33	172
302	39	35	46	40	46	36	242
304	49	32	49	46	56	47	279
306	30	30	40	31	42	31	204
308	19	12	36	23	21	27	138
310	8	5	13	7	8	14	55
319	5	1	5	4	5	3	23
322	16	16	29	20	20	30	131
324	28	22	49	31	39	40	209
326	31	29	46	41	41	38	226
328	50	35	58	39	52	46	280
330	38	28	50	31	34	34	215
332	14	14	19	18	15	14	94
Grand Total	377	286	485	375	426	406	2355

50. If you have been riding VRE for less than 6 months, which of the following influence your decision to ride VRE? (Check all that apply)

- a) Guaranteed Ride Home
- b) Recommended by Friend
- c) Free bus transfers at Alexandria and Crystal City
- d) Metrochek
- e) New job
- f) New home
- g) Newspaper ad with free ticket
- h) Joint service with Amtrak
- i) Expanded service
- j) Feeder bus at Rippon, Manassas and Woodbridge
- k) Radio commercial
- l) Other

Question 50												
Train #	A	B	C	D	E	F	G	H	I	J	K	L
84	4	7	2		20	8		12	1			5
300	4	6		6	19	6		2	1	1	1	11
302	6	5		4	33	14		1	3	5		6
304	6	10	1	4	43	17		4		3		15
306	5	5	1	6	22	12		1				9
308	2	3		1	14	6		4	1	1		8
310		4	1	3	5	1	1	1				2
319	2	1			4							3
322	4	4			7	5		1	1	1		9
324	2	4	1	4	22	6		1				8
326	4	10		1	23	9						2
328	7	11	2	3	38	18		5	3	1		14
330	5	8		4	28	8		1	2	1	1	14
332		3		1	11	5						5
Grand Total	51	81	8	37	289	115	1	33	12	13	2	111

51. If you are a regular rider, what influences your decision to stay?

- a) Cost
- b) Avoid stress/traffic
- c) Cleanliness of trains
- d) Convenience
- e) Reliability
- f) Staff
- g) Comfort
- h) Cleanliness

Question 51	Response							
Train #	A	B	C	D	E	F	G	Grand Total
84	10	59		7		1	1	78
300	16	119		23	1		1	160
302	33	170		28	2		1	234
304	19	213	1	35			2	270
306	24	141	1	16	2			184
308	18	101		9	1	1		130
310	13	35		3				51
319	4	16		1				21
322	18	90		17	1			126
324	28	159		17			1	205
326	23	157	2	34			2	218
328	24	210	2	26	2	2	1	267
330	22	163		17	1		1	204
332	9	68		7			2	86
Grand Total	261	1701	6	240	10	4	12	2234

52. Does VRE provide you with sufficient notice about schedule changes?

- a) Yes
- b) No

Question 52	Response		
Train #	A	B	Grand Total
84	64	13	77
300	143	23	166
302	198	34	232
304	236	28	264
306	154	33	187
308	108	20	128
310	40	12	52
319	19	2	21
322	107	12	119
324	176	26	202
326	180	32	212
328	220	42	262
330	175	28	203
332	69	20	89
Grand Total	1889	325	2214

53. For whom do you work?

- a) Civilian government agency or position
- b) Military government agency or position

- c) Private company
- d) Association
- e) Self Employed
- f) Other
- g) Tourist
- h) N/A

Question 53	Response								
Train #	A	B	C	D	E	F	G	H	Grand Total
84	21	5	37	14	1	6			84
300	77	19	58	7	1	5			167
302	115	35	76	5	1	10			242
304	121	32	98	11	1	13		2	278
306	89	19	63	19	5	9			204
308	46	9	52	22	3	7			139
310	17	4	26	1	4	2			54
319	12	1	8			1			22
322	71	23	32	1		3			130
324	134	27	39	6	1	2			209
326	116	19	65	12		12			224
328	122	15	106	20	3	12	1		279
330	87	9	88	17	3	11			215
332	40		34	10	3	5	1	1	94
Grand Total	1068	217	782	145	26	98	2	3	2341

54. Does your employer provide the following (Circle all that apply)

- a) Metrochek transit subsidy c) Free/subsidized employee parking
 b) Non-Metrochek transit subsidy d) Other commuting benefits

Question 54	Response				
Train #	A	B	C	D	Grand Total
84	16	2	10	7	35
300	54	3	9	13	79
302	77	6	21	7	111
304	68	8	24	11	111
306	51	7	20	4	82
308	35	7	18	7	67
310	13	2	6		21
319	8	1	1	2	12
322	36	2	9	4	51
324	70	7	16	5	98
326	59	8	14	4	85
328	86	4	29	9	128
330	56	9	18	6	89
332	17	7	12	4	40
Grand Total	646	73	207	83	1009

55. Do other members of your household also ride VRE?

- a) Yes, everyday b) Yes, occasionally c) No

Question 55	Response			
Train #	A	B	C	Grand Total
84	7	8	68	83
300	12	19	138	169
302	19	29	193	241
304	30	43	205	278
306	21	22	161	204
308	12	19	105	136
310	7	7	40	54
319	4	2	17	23
322	6	11	111	128
324	15	19	173	207
326	22	18	183	223
328	19	28	229	276
330	12	25	177	214
332	4	13	75	92
Grand Total	190	263	1875	2328

56. If yes, are they riding today?

a) Yes b) No

Question 56	Response		
Train #	A	B	Grand Total
84	8	19	27
300	15	43	58
302	17	58	75
304	34	81	115
306	18	48	66
308	13	35	48
310	6	20	26
319	3	5	8
322	6	42	48
324	15	55	70
326	23	51	74
328	21	83	104
330	14	62	76
332	6	25	31
Grand Total	199	627	826

Please circle a grade for each of the items below.

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

Customer Service:

Availability of VRE Staff

	Grade						
Train #	A	B	C	D	F	N	Grand Total
84	29	27	11	5	2	7	81
300	82	58	13	3	2	9	167
302	106	81	33	4	1	10	235
304	121	103	23	2	3	16	268
306	84	67	32	5		6	194
308	61	48	12	1	1	6	129
310	28	16	4	1		2	51
319	8	10	3			1	22
322	58	45	7	4	1	10	125
324	98	74	24	2		4	202
326	101	79	23	5	3	9	220
328	155	84	14	4	3	11	271
330	105	79	14	2		7	207
332	45	30	11	3	1	2	92
Grand Total	1081	801	224	41	17	100	2264

	Grade						
Train #	A	B	C	D	F	N	Grand Total
84	35.80%	33.33%	13.58%	6.17%	2.47%	8.64%	100.00%
300	49.10%	34.73%	7.78%	1.80%	1.20%	5.39%	100.00%
302	45.11%	34.47%	14.04%	1.70%	0.43%	4.26%	100.00%
304	45.15%	38.43%	8.58%	0.75%	1.12%	5.97%	100.00%
306	43.30%	34.54%	16.49%	2.58%	0.00%	3.09%	100.00%
308	47.29%	37.21%	9.30%	0.78%	0.78%	4.65%	100.00%
310	54.90%	31.37%	7.84%	1.96%	0.00%	3.92%	100.00%
319	36.36%	45.45%	13.64%	0.00%	0.00%	4.55%	100.00%
322	46.40%	36.00%	5.60%	3.20%	0.80%	8.00%	100.00%
324	48.51%	36.63%	11.88%	0.99%	0.00%	1.98%	100.00%
326	45.91%	35.91%	10.45%	2.27%	1.36%	4.09%	100.00%
328	57.20%	31.00%	5.17%	1.48%	1.11%	4.06%	100.00%
330	50.72%	38.16%	6.76%	0.97%	0.00%	3.38%	100.00%
332	48.91%	32.61%	11.96%	3.26%	1.09%	2.17%	100.00%
Grand Total	47.75%	35.38%	9.89%	1.81%	0.75%	4.42%	100.00%

Friendliness of VRE Staff

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	38	24	10	1	4	5	82
300	100	46	12	1		9	168
302	124	89	17	2	1	3	236
304	158	84	15	3	2	9	271
306	95	74	15	6		6	196
308	77	39	9	3	1	5	134
310	33	13	2	2		1	51
319	10	8	2			2	22
322	68	41	10	1	1	6	127
324	108	68	19	1	2	5	203
326	131	64	10	8	1	7	221
328	180	75	8		1	6	270
330	133	56	12	1		4	206
332	52	32	7	2			93
Grand Total	1307	713	148	31	13	68	2280

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	46.34%	29.27%	12.20%	1.22%	4.88%	6.10%	100.00%
300	59.52%	27.38%	7.14%	0.60%	0.00%	5.36%	100.00%
302	52.54%	37.71%	7.20%	0.85%	0.42%	1.27%	100.00%
304	58.30%	31.00%	5.54%	1.11%	0.74%	3.32%	100.00%
306	48.47%	37.76%	7.65%	3.06%	0.00%	3.06%	100.00%
308	57.46%	29.10%	6.72%	2.24%	0.75%	3.73%	100.00%
310	64.71%	25.49%	3.92%	3.92%	0.00%	1.96%	100.00%
319	45.45%	36.36%	9.09%	0.00%	0.00%	9.09%	100.00%
322	53.54%	32.28%	7.87%	0.79%	0.79%	4.72%	100.00%
324	53.20%	33.50%	9.36%	0.49%	0.99%	2.46%	100.00%
326	59.28%	28.96%	4.52%	3.62%	0.45%	3.17%	100.00%
328	66.67%	27.78%	2.96%	0.00%	0.37%	2.22%	100.00%
330	64.56%	27.18%	5.83%	0.49%	0.00%	1.94%	100.00%
332	55.91%	34.41%	7.53%	2.15%	0.00%	0.00%	100.00%
Grand Total	57.32%	31.27%	6.49%	1.36%	0.57%	2.98%	100.00%

VRE follow-up to delays or problems

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	13	23	26	8	6	5	81
300	28	44	43	24	12	14	165
302	37	85	60	24	9	13	228
304	59	79	68	35	9	16	266
306	38	67	45	18	11	12	191
308	22	43	35	12	8	12	132
310	6	18	18	3	3	3	51
319	2	6	11	1		1	21
322	21	45	36	11	2	5	120
324	44	66	45	21	7	16	199
326	31	55	51	39	22	16	214
328	40	78	74	39	20	11	262
330	33	75	53	21	9	10	201
332	13	21	34	11	6	6	91
Grand Total	387	705	599	267	124	140	2222

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	16.05%	28.40%	32.10%	9.88%	7.41%	6.17%	100.00%
300	16.97%	26.67%	26.06%	14.55%	7.27%	8.48%	100.00%
302	16.23%	37.28%	26.32%	10.53%	3.95%	5.70%	100.00%
304	22.18%	29.70%	25.56%	13.16%	3.38%	6.02%	100.00%
306	19.90%	35.08%	23.56%	9.42%	5.76%	6.28%	100.00%
308	16.67%	32.58%	26.52%	9.09%	6.06%	9.09%	100.00%
310	11.76%	35.29%	35.29%	5.88%	5.88%	5.88%	100.00%
319	9.52%	28.57%	52.38%	4.76%	0.00%	4.76%	100.00%
322	17.50%	37.50%	30.00%	9.17%	1.67%	4.17%	100.00%
324	22.11%	33.17%	22.61%	10.55%	3.52%	8.04%	100.00%
326	14.49%	25.70%	23.83%	18.22%	10.28%	7.48%	100.00%
328	15.27%	29.77%	28.24%	14.89%	7.63%	4.20%	100.00%
330	16.42%	37.31%	26.37%	10.45%	4.48%	4.98%	100.00%
332	14.29%	23.08%	37.36%	12.09%	6.59%	6.59%	100.00%
Grand Total	17.42%	31.73%	26.96%	12.02%	5.58%	6.30%	100.00%

Lost and Found

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	9	9	9	4	3	44	78
300	33	27	19	7	4	73	163
302	45	41	17	5	6	114	228
304	61	38	19	17	4	120	259
306	37	30	20	8	6	81	182
308	20	16	15	5	2	69	127
310	10	8	3	3	2	22	48
319	3	4		1		13	21
322	31	23	16	2	3	46	121
324	48	38	14	9	3	82	194
326	51	36	17	11	7	86	208
328	58	42	25	8	4	124	261
330	40	36	17	10	4	90	197
332	13	17	12	4	1	40	87
Grand Total	459	365	203	94	49	1004	2174

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	11.54%	11.54%	11.54%	5.13%	3.85%	56.41%	100.00%
300	20.25%	16.56%	11.66%	4.29%	2.45%	44.79%	100.00%
302	19.74%	17.98%	7.46%	2.19%	2.63%	50.00%	100.00%
304	23.55%	14.67%	7.34%	6.56%	1.54%	46.33%	100.00%
306	20.33%	16.48%	10.99%	4.40%	3.30%	44.51%	100.00%
308	15.75%	12.60%	11.81%	3.94%	1.57%	54.33%	100.00%
310	20.83%	16.67%	6.25%	6.25%	4.17%	45.83%	100.00%
319	14.29%	19.05%	0.00%	4.76%	0.00%	61.90%	100.00%
322	25.62%	19.01%	13.22%	1.65%	2.48%	38.02%	100.00%
324	24.74%	19.59%	7.22%	4.64%	1.55%	42.27%	100.00%
326	24.52%	17.31%	8.17%	5.29%	3.37%	41.35%	100.00%
328	22.22%	16.09%	9.58%	3.07%	1.53%	47.51%	100.00%
330	20.30%	18.27%	8.63%	5.08%	2.03%	45.69%	100.00%
332	14.94%	19.54%	13.79%	4.60%	1.15%	45.98%	100.00%
Grand Total	21.11%	16.79%	9.34%	4.32%	2.25%	46.18%	100.00%

Timeliness of e-mail responses

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	7	4	5	1	4	53	74
300	21	23	13	5	4	92	158
302	21	28	14	7	10	132	212
304	21	36	14	5	9	169	254
306	14	24	15	4	4	110	171
308	7	16	9	3	2	85	122
310	4	4	3	1	3	33	48
319		2				18	20
322	10	20	8	2	1	73	114
324	17	20	10	6	6	122	181
326	19	17	11	5	7	137	196
328	19	23	11	9	8	175	245
330	12	16	8	3	10	142	191
332	2	13	3	3	6	55	82
Grand Total	174	246	124	54	74	1396	2068

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	9.46%	5.41%	6.76%	1.35%	5.41%	71.62%	100.00%
300	13.29%	14.56%	8.23%	3.16%	2.53%	58.23%	100.00%
302	9.91%	13.21%	6.60%	3.30%	4.72%	62.26%	100.00%
304	8.27%	14.17%	5.51%	1.97%	3.54%	66.54%	100.00%
306	8.19%	14.04%	8.77%	2.34%	2.34%	64.33%	100.00%
308	5.74%	13.11%	7.38%	2.46%	1.64%	69.67%	100.00%
310	8.33%	8.33%	6.25%	2.08%	6.25%	68.75%	100.00%
319	0.00%	10.00%	0.00%	0.00%	0.00%	90.00%	100.00%
322	8.77%	17.54%	7.02%	1.75%	0.88%	64.04%	100.00%
324	9.39%	11.05%	5.52%	3.31%	3.31%	67.40%	100.00%
326	9.69%	8.67%	5.61%	2.55%	3.57%	69.90%	100.00%
328	7.76%	9.39%	4.49%	3.67%	3.27%	71.43%	100.00%
330	6.28%	8.38%	4.19%	1.57%	5.24%	74.35%	100.00%
332	2.44%	15.85%	3.66%	3.66%	7.32%	67.07%	100.00%
Grand Total	8.41%	11.90%	6.00%	2.61%	3.58%	67.50%	100.00%

Quality of e-mail responses

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	8	5	5	2	2	52	74
300	20	25	15	6		92	158
302	21	30	15	2	9	132	209
304	22	34	16	4	8	167	251
306	15	22	15	2	3	110	167
308	9	17	6	2	2	85	121
310	3	6	4		2	33	48
319		2				18	20
322	8	23	8	2	1	72	114
324	17	21	13	5	4	121	181
326	22	14	11	4	5	140	196
328	20	29	10	3	7	177	246
330	15	12	11	2	5	142	187
332	3	11	5	1	5	56	81
Grand Total	183	251	134	35	53	1397	2053

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	10.81%	6.76%	6.76%	2.70%	2.70%	70.27%	100.00%
300	12.66%	15.82%	9.49%	3.80%	0.00%	58.23%	100.00%
302	10.05%	14.35%	7.18%	0.96%	4.31%	63.16%	100.00%
304	8.76%	13.55%	6.37%	1.59%	3.19%	66.53%	100.00%
306	8.98%	13.17%	8.98%	1.20%	1.80%	65.87%	100.00%
308	7.44%	14.05%	4.96%	1.65%	1.65%	70.25%	100.00%
310	6.25%	12.50%	8.33%	0.00%	4.17%	68.75%	100.00%
319	0.00%	10.00%	0.00%	0.00%	0.00%	90.00%	100.00%
322	7.02%	20.18%	7.02%	1.75%	0.88%	63.16%	100.00%
324	9.39%	11.60%	7.18%	2.76%	2.21%	66.85%	100.00%
326	11.22%	7.14%	5.61%	2.04%	2.55%	71.43%	100.00%
328	8.13%	11.79%	4.07%	1.22%	2.85%	71.95%	100.00%
330	8.02%	6.42%	5.88%	1.07%	2.67%	75.94%	100.00%
332	3.70%	13.58%	6.17%	1.23%	6.17%	69.14%	100.00%
Grand Total	8.91%	12.23%	6.53%	1.70%	2.58%	68.05%	100.00%

Quality of website

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	8	17	13	2	1	32	73
300	32	42	20	1		63	158
302	44	64	21	2	2	80	213
304	45	75	30	3		103	256
306	33	44	31	2		68	178
308	18	36	13	1	1	57	126
310	8	18	5	1		19	51
319	1	7	1			12	21
322	17	30	16	2		50	115
324	30	64	25	2		68	189
326	28	49	30	3	1	91	202
328	41	88	24	5		92	250
330	27	55	25	1	1	87	196
332	8	20	8			45	81
Grand Total	340	609	262	25	6	867	2109

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	10.96%	23.29%	17.81%	2.74%	1.37%	43.84%	100.00%
300	20.25%	26.58%	12.66%	0.63%	0.00%	39.87%	100.00%
302	20.66%	30.05%	9.86%	0.94%	0.94%	37.56%	100.00%
304	17.58%	29.30%	11.72%	1.17%	0.00%	40.23%	100.00%
306	18.54%	24.72%	17.42%	1.12%	0.00%	38.20%	100.00%
308	14.29%	28.57%	10.32%	0.79%	0.79%	45.24%	100.00%
310	15.69%	35.29%	9.80%	1.96%	0.00%	37.25%	100.00%
319	4.76%	33.33%	4.76%	0.00%	0.00%	57.14%	100.00%
322	14.78%	26.09%	13.91%	1.74%	0.00%	43.48%	100.00%
324	15.87%	33.86%	13.23%	1.06%	0.00%	35.98%	100.00%
326	13.86%	24.26%	14.85%	1.49%	0.50%	45.05%	100.00%
328	16.40%	35.20%	9.60%	2.00%	0.00%	36.80%	100.00%
330	13.78%	28.06%	12.76%	0.51%	0.51%	44.39%	100.00%
332	9.88%	24.69%	9.88%	0.00%	0.00%	55.56%	100.00%
Grand Total	16.12%	28.88%	12.42%	1.19%	0.28%	41.11%	100.00%

Timeliness of website information

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	7	17	7	5	1	36	73
300	26	35	23	4		69	157
302	36	46	26	8	2	92	210
304	37	61	32	11	1	108	250
306	25	35	27	5	1	82	175
308	12	28	14	3	1	64	122
310	8	13	5	1		22	49
319	1	5	1			13	20
322	17	25	15	2	1	55	115
324	25	58	19	2	1	78	183
326	19	47	25	6	2	99	198
328	32	66	26	6	3	112	245
330	26	42	18	4		97	187
332	7	15	8			50	80
Grand Total	278	493	246	57	13	977	2064

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	9.59%	23.29%	9.59%	6.85%	1.37%	49.32%	100.00%
300	16.56%	22.29%	14.65%	2.55%	0.00%	43.95%	100.00%
302	17.14%	21.90%	12.38%	3.81%	0.95%	43.81%	100.00%
304	14.80%	24.40%	12.80%	4.40%	0.40%	43.20%	100.00%
306	14.29%	20.00%	15.43%	2.86%	0.57%	46.86%	100.00%
308	9.84%	22.95%	11.48%	2.46%	0.82%	52.46%	100.00%
310	16.33%	26.53%	10.20%	2.04%	0.00%	44.90%	100.00%
319	5.00%	25.00%	5.00%	0.00%	0.00%	65.00%	100.00%
322	14.78%	21.74%	13.04%	1.74%	0.87%	47.83%	100.00%
324	13.66%	31.69%	10.38%	1.09%	0.55%	42.62%	100.00%
326	9.60%	23.74%	12.63%	3.03%	1.01%	50.00%	100.00%
328	13.06%	26.94%	10.61%	2.45%	1.22%	45.71%	100.00%
330	13.90%	22.46%	9.63%	2.14%	0.00%	51.87%	100.00%
332	8.75%	18.75%	10.00%	0.00%	0.00%	62.50%	100.00%
Grand Total	13.47%	23.89%	11.92%	2.76%	0.63%	47.34%	100.00%

Timeliness of Train Talk

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	9	19	13	1	2	31	75
300	28	43	35	10	1	42	159
302	36	62	46	4	5	68	221
304	50	76	41	11	1	76	255
306	31	51	24	4	3	66	179
308	20	30	28	5	2	40	125
310	12	17	8	1		11	49
319	2	6	1			12	21
322	15	31	24	3	1	44	118
324	34	58	35	6	2	54	189
326	29	56	40	11	5	67	208
328	41	79	39	7	1	87	254
330	29	51	43	4	1	68	196
332	9	24	16	9	2	23	83
Grand Total	345	603	393	76	26	689	2132

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	12.00%	25.33%	17.33%	1.33%	2.67%	41.33%	100.00%
300	17.61%	27.04%	22.01%	6.29%	0.63%	26.42%	100.00%
302	16.29%	28.05%	20.81%	1.81%	2.26%	30.77%	100.00%
304	19.61%	29.80%	16.08%	4.31%	0.39%	29.80%	100.00%
306	17.32%	28.49%	13.41%	2.23%	1.68%	36.87%	100.00%
308	16.00%	24.00%	22.40%	4.00%	1.60%	32.00%	100.00%
310	24.49%	34.69%	16.33%	2.04%	0.00%	22.45%	100.00%
319	9.52%	28.57%	4.76%	0.00%	0.00%	57.14%	100.00%
322	12.71%	26.27%	20.34%	2.54%	0.85%	37.29%	100.00%
324	17.99%	30.69%	18.52%	3.17%	1.06%	28.57%	100.00%
326	13.94%	26.92%	19.23%	5.29%	2.40%	32.21%	100.00%
328	16.14%	31.10%	15.35%	2.76%	0.39%	34.25%	100.00%
330	14.80%	26.02%	21.94%	2.04%	0.51%	34.69%	100.00%
332	10.84%	28.92%	19.28%	10.84%	2.41%	27.71%	100.00%
Grand Total	16.18%	28.28%	18.43%	3.56%	1.22%	32.32%	100.00%

Quality of Train Talk

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	8	16	14	5	1	30	74
300	27	42	39	9	1	41	159
302	31	73	39	5	5	68	221
304	48	82	39	12	2	72	255
306	29	52	27	4	4	65	181
308	22	31	23	7	3	40	126
310	11	16	10		1	11	49
319	3	5	2			11	21
322	18	33	21	1	3	44	120
324	33	66	31	5	1	53	189
326	28	59	41	9	3	65	205
328	40	84	32	15	3	81	255
330	23	56	44	5	1	67	196
332	11	22	18	6	3	23	83
Grand Total	332	637	380	83	31	671	2134

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	10.81%	21.62%	18.92%	6.76%	1.35%	40.54%	100.00%
300	16.98%	26.42%	24.53%	5.66%	0.63%	25.79%	100.00%
302	14.03%	33.03%	17.65%	2.26%	2.26%	30.77%	100.00%
304	18.82%	32.16%	15.29%	4.71%	0.78%	28.24%	100.00%
306	16.02%	28.73%	14.92%	2.21%	2.21%	35.91%	100.00%
308	17.46%	24.60%	18.25%	5.56%	2.38%	31.75%	100.00%
310	22.45%	32.65%	20.41%	0.00%	2.04%	22.45%	100.00%
319	14.29%	23.81%	9.52%	0.00%	0.00%	52.38%	100.00%
322	15.00%	27.50%	17.50%	0.83%	2.50%	36.67%	100.00%
324	17.46%	34.92%	16.40%	2.65%	0.53%	28.04%	100.00%
326	13.66%	28.78%	20.00%	4.39%	1.46%	31.71%	100.00%
328	15.69%	32.94%	12.55%	5.88%	1.18%	31.76%	100.00%
330	11.73%	28.57%	22.45%	2.55%	0.51%	34.18%	100.00%
332	13.25%	26.51%	21.69%	7.23%	3.61%	27.71%	100.00%
Grand Total	15.56%	29.85%	17.81%	3.89%	1.45%	31.44%	100.00%

Crew Members:

are knowledgeable about VRE operations

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	34	21	16	1	1	8	81
300	92	56	9	1	1	7	166
302	107	83	18	3		21	232
304	154	80	11	6		18	269
306	100	67	19			8	194
308	76	46	9			4	135
310	37	12		1		2	52
319	7	11	3				21
322	64	49	5	1	1	6	126
324	105	69	13	2		12	201
326	127	64	21	2		6	220
328	172	80	11	1		4	268
330	118	74	10			6	208
332	41	40	4	1	1	5	92
Grand Total	1234	752	149	19	4	107	2265

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	41.98%	25.93%	19.75%	1.23%	1.23%	9.88%	100.00%
300	55.42%	33.73%	5.42%	0.60%	0.60%	4.22%	100.00%
302	46.12%	35.78%	7.76%	1.29%	0.00%	9.05%	100.00%
304	57.25%	29.74%	4.09%	2.23%	0.00%	6.69%	100.00%
306	51.55%	34.54%	9.79%	0.00%	0.00%	4.12%	100.00%
308	56.30%	34.07%	6.67%	0.00%	0.00%	2.96%	100.00%
310	71.15%	23.08%	0.00%	1.92%	0.00%	3.85%	100.00%
319	33.33%	52.38%	14.29%	0.00%	0.00%	0.00%	100.00%
322	50.79%	38.89%	3.97%	0.79%	0.79%	4.76%	100.00%
324	52.24%	34.33%	6.47%	1.00%	0.00%	5.97%	100.00%
326	57.73%	29.09%	9.55%	0.91%	0.00%	2.73%	100.00%
328	64.18%	29.85%	4.10%	0.37%	0.00%	1.49%	100.00%
330	56.73%	35.58%	4.81%	0.00%	0.00%	2.88%	100.00%
332	44.57%	43.48%	4.35%	1.09%	1.09%	5.43%	100.00%
Grand Total	54.48%	33.20%	6.58%	0.84%	0.18%	4.72%	100.00%

are helpful

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	41	27	9	2	1	3	83
300	107	54	5		1	1	168
302	140	70	17	3		4	234
304	170	84	9	2		5	270
306	117	56	20	1			194
308	87	47	3	1			138
310	40	11	1				52
319	10	10	2				22
322	72	43	4	2	1	3	125
324	129	58	14	1	1	2	205
326	150	56	11	2		3	222
328	201	63	8				272
330	141	57	8	1		2	209
332	52	33	5			2	92
Grand Total	1457	669	116	15	4	25	2286

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	49.40%	32.53%	10.84%	2.41%	1.20%	3.61%	100.00%
300	63.69%	32.14%	2.98%	0.00%	0.60%	0.60%	100.00%
302	59.83%	29.91%	7.26%	1.28%	0.00%	1.71%	100.00%
304	62.96%	31.11%	3.33%	0.74%	0.00%	1.85%	100.00%
306	60.31%	28.87%	10.31%	0.52%	0.00%	0.00%	100.00%
308	63.04%	34.06%	2.17%	0.72%	0.00%	0.00%	100.00%
310	76.92%	21.15%	1.92%	0.00%	0.00%	0.00%	100.00%
319	45.45%	45.45%	9.09%	0.00%	0.00%	0.00%	100.00%
322	57.60%	34.40%	3.20%	1.60%	0.80%	2.40%	100.00%
324	62.93%	28.29%	6.83%	0.49%	0.49%	0.98%	100.00%
326	67.57%	25.23%	4.95%	0.90%	0.00%	1.35%	100.00%
328	73.90%	23.16%	2.94%	0.00%	0.00%	0.00%	100.00%
330	67.46%	27.27%	3.83%	0.48%	0.00%	0.96%	100.00%
332	56.52%	35.87%	5.43%	0.00%	0.00%	2.17%	100.00%
Grand Total	63.74%	29.27%	5.07%	0.66%	0.17%	1.09%	100.00%

are courteous

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	44	24	10	1	1	2	82
300	111	46	8			1	166
302	143	71	16	2			232
304	181	72	8	4		4	269
306	122	57	15	2			196
308	86	46	3	2	1		138
310	39	11	2				52
319	12	8	2				22
322	76	42	4	1	1	1	125
324	120	68	13	1	2		204
326	148	61	9	2	1	1	222
328	200	61	10				271
330	141	60	5	1		1	208
332	58	29	5				92
Grand Total	1481	656	110	16	6	10	2279

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	53.66%	29.27%	12.20%	1.22%	1.22%	2.44%	100.00%
300	66.87%	27.71%	4.82%	0.00%	0.00%	0.60%	100.00%
302	61.64%	30.60%	6.90%	0.86%	0.00%	0.00%	100.00%
304	67.29%	26.77%	2.97%	1.49%	0.00%	1.49%	100.00%
306	62.24%	29.08%	7.65%	1.02%	0.00%	0.00%	100.00%
308	62.32%	33.33%	2.17%	1.45%	0.72%	0.00%	100.00%
310	75.00%	21.15%	3.85%	0.00%	0.00%	0.00%	100.00%
319	54.55%	36.36%	9.09%	0.00%	0.00%	0.00%	100.00%
322	60.80%	33.60%	3.20%	0.80%	0.80%	0.80%	100.00%
324	58.82%	33.33%	6.37%	0.49%	0.98%	0.00%	100.00%
326	66.67%	27.48%	4.05%	0.90%	0.45%	0.45%	100.00%
328	73.80%	22.51%	3.69%	0.00%	0.00%	0.00%	100.00%
330	67.79%	28.85%	2.40%	0.48%	0.00%	0.48%	100.00%
332	63.04%	31.52%	5.43%	0.00%	0.00%	0.00%	100.00%
Grand Total	64.98%	28.78%	4.83%	0.70%	0.26%	0.44%	100.00%

make regular station announcements

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	40	24	9	6	1	1	81
300	87	44	25	7	2	2	167
302	98	79	44	14	2		237
304	142	85	25	9	1	5	267
306	91	73	21	7	1	2	195
308	78	48	8	3			137
310	35	14	3				52
319	9	10	3				22
322	67	42	10	3	2	1	125
324	104	64	29	4	1	1	203
326	119	74	16	7	3	1	220
328	177	71	14	8	1		271
330	124	62	13	8			207
332	57	22	10	1	3	1	94
Grand Total	1228	712	230	77	17	14	2278

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	49.38%	29.63%	11.11%	7.41%	1.23%	1.23%	100.00%
300	52.10%	26.35%	14.97%	4.19%	1.20%	1.20%	100.00%
302	41.35%	33.33%	18.57%	5.91%	0.84%	0.00%	100.00%
304	53.18%	31.84%	9.36%	3.37%	0.37%	1.87%	100.00%
306	46.67%	37.44%	10.77%	3.59%	0.51%	1.03%	100.00%
308	56.93%	35.04%	5.84%	2.19%	0.00%	0.00%	100.00%
310	67.31%	26.92%	5.77%	0.00%	0.00%	0.00%	100.00%
319	40.91%	45.45%	13.64%	0.00%	0.00%	0.00%	100.00%
322	53.60%	33.60%	8.00%	2.40%	1.60%	0.80%	100.00%
324	51.23%	31.53%	14.29%	1.97%	0.49%	0.49%	100.00%
326	54.09%	33.64%	7.27%	3.18%	1.36%	0.45%	100.00%
328	65.31%	26.20%	5.17%	2.95%	0.37%	0.00%	100.00%
330	59.90%	29.95%	6.28%	3.86%	0.00%	0.00%	100.00%
332	60.64%	23.40%	10.64%	1.06%	3.19%	1.06%	100.00%
Grand Total	53.91%	31.26%	10.10%	3.38%	0.75%	0.61%	100.00%

make timely delay announcements

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	30	19	16	9	3	3	80
300	63	50	25	15	11	2	166
302	78	80	45	24	6	1	234
304	122	67	49	22	4	5	269
306	74	75	26	13	2	3	193
308	56	48	23	7	1	3	138
310	28	16	6	2			52
319	5	10	5	2			22
322	49	46	14	13	1	2	125
324	79	64	35	16	4	4	202
326	80	75	33	20	8	3	219
328	133	79	31	17	7	2	269
330	88	78	30	6	4	1	207
332	34	28	18	6	6		92
Grand Total	919	735	356	172	57	29	2268

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	37.50%	23.75%	20.00%	11.25%	3.75%	3.75%	100.00%
300	37.95%	30.12%	15.06%	9.04%	6.63%	1.20%	100.00%
302	33.33%	34.19%	19.23%	10.26%	2.56%	0.43%	100.00%
304	45.35%	24.91%	18.22%	8.18%	1.49%	1.86%	100.00%
306	38.34%	38.86%	13.47%	6.74%	1.04%	1.55%	100.00%
308	40.58%	34.78%	16.67%	5.07%	0.72%	2.17%	100.00%
310	53.85%	30.77%	11.54%	3.85%	0.00%	0.00%	100.00%
319	22.73%	45.45%	22.73%	9.09%	0.00%	0.00%	100.00%
322	39.20%	36.80%	11.20%	10.40%	0.80%	1.60%	100.00%
324	39.11%	31.68%	17.33%	7.92%	1.98%	1.98%	100.00%
326	36.53%	34.25%	15.07%	9.13%	3.65%	1.37%	100.00%
328	49.44%	29.37%	11.52%	6.32%	2.60%	0.74%	100.00%
330	42.51%	37.68%	14.49%	2.90%	1.93%	0.48%	100.00%
332	36.96%	30.43%	19.57%	6.52%	6.52%	0.00%	100.00%
Grand Total	40.52%	32.41%	15.70%	7.58%	2.51%	1.28%	100.00%

present a professional appearance

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	40	25	11	3	1	2	82
300	101	51	13			1	166
302	130	87	17	1			235
304	171	84	12	1		3	271
306	106	67	20	2			195
308	80	47	9	1			137
310	40	12					52
319	10	10	2				22
322	61	57	6	1	1	1	127
324	115	71	18	1			205
326	134	69	16	2		1	222
328	174	76	18	2			270
330	126	73	6	4			209
332	50	38	5				93
Grand Total	1338	767	153	18	2	8	2286

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	48.78%	30.49%	13.41%	3.66%	1.22%	2.44%	100.00%
300	60.84%	30.72%	7.83%	0.00%	0.00%	0.60%	100.00%
302	55.32%	37.02%	7.23%	0.43%	0.00%	0.00%	100.00%
304	63.10%	31.00%	4.43%	0.37%	0.00%	1.11%	100.00%
306	54.36%	34.36%	10.26%	1.03%	0.00%	0.00%	100.00%
308	58.39%	34.31%	6.57%	0.73%	0.00%	0.00%	100.00%
310	76.92%	23.08%	0.00%	0.00%	0.00%	0.00%	100.00%
319	45.45%	45.45%	9.09%	0.00%	0.00%	0.00%	100.00%
322	48.03%	44.88%	4.72%	0.79%	0.79%	0.79%	100.00%
324	56.10%	34.63%	8.78%	0.49%	0.00%	0.00%	100.00%
326	60.36%	31.08%	7.21%	0.90%	0.00%	0.45%	100.00%
328	64.44%	28.15%	6.67%	0.74%	0.00%	0.00%	100.00%
330	60.29%	34.93%	2.87%	1.91%	0.00%	0.00%	100.00%
332	53.76%	40.86%	5.38%	0.00%	0.00%	0.00%	100.00%
Grand Total	58.53%	33.55%	6.69%	0.79%	0.09%	0.35%	100.00%

Overall Crew Performance

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	38	26	8		1	1	74
300	93	55	9	1		1	159
302	122	82	13	1		1	219
304	152	82	11	1		4	250
306	101	69	17	1			188
308	78	44	5	1			128
310	40	11					51
319	10	8	2				20
322	62	45	4	1	1	3	116
324	109	70	9	2			190
326	121	73	8	2		2	206
328	173	79	7	2			261
330	117	76	4			3	200
332	46	36	5				87
Grand Total	1262	756	102	12	2	15	2149

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	51.35%	35.14%	10.81%	0.00%	1.35%	1.35%	100.00%
300	58.49%	34.59%	5.66%	0.63%	0.00%	0.63%	100.00%
302	55.71%	37.44%	5.94%	0.46%	0.00%	0.46%	100.00%
304	60.80%	32.80%	4.40%	0.40%	0.00%	1.60%	100.00%
306	53.72%	36.70%	9.04%	0.53%	0.00%	0.00%	100.00%
308	60.94%	34.38%	3.91%	0.78%	0.00%	0.00%	100.00%
310	78.43%	21.57%	0.00%	0.00%	0.00%	0.00%	100.00%
319	50.00%	40.00%	10.00%	0.00%	0.00%	0.00%	100.00%
322	53.45%	38.79%	3.45%	0.86%	0.86%	2.59%	100.00%
324	57.37%	36.84%	4.74%	1.05%	0.00%	0.00%	100.00%
326	58.74%	35.44%	3.88%	0.97%	0.00%	0.97%	100.00%
328	66.28%	30.27%	2.68%	0.77%	0.00%	0.00%	100.00%
330	58.50%	38.00%	2.00%	0.00%	0.00%	1.50%	100.00%
332	52.87%	41.38%	5.75%	0.00%	0.00%	0.00%	100.00%
Grand Total	58.72%	35.18%	4.75%	0.56%	0.09%	0.70%	100.00%

VRE Operations:

Convenience of schedules

Train #	Grade						Grand Total
	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	
84	18	25	24	8	5		80
300	39	70	38	18	2		167
302	32	120	58	21	4		235
304	56	115	75	20	2	1	269
306	34	95	44	20	3	2	198
308	27	62	36	10	2		137
310	11	26	8	6	1		52
319	4	11	5				20
322	27	64	27	8	1		127
324	43	101	40	20			204
326	43	117	49	11	2		222
328	42	137	62	23	3		267
330	33	99	41	25	6		204
332	10	33	33	12	3		91
Grand Total	419	1075	540	202	34	3	2273

Train #	Grade						Grand Total
	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	
84	22.50%	31.25%	30.00%	10.00%	6.25%	0.00%	100.00%
300	23.35%	41.92%	22.75%	10.78%	1.20%	0.00%	100.00%
302	13.62%	51.06%	24.68%	8.94%	1.70%	0.00%	100.00%
304	20.82%	42.75%	27.88%	7.43%	0.74%	0.37%	100.00%
306	17.17%	47.98%	22.22%	10.10%	1.52%	1.01%	100.00%
308	19.71%	45.26%	26.28%	7.30%	1.46%	0.00%	100.00%
310	21.15%	50.00%	15.38%	11.54%	1.92%	0.00%	100.00%
319	20.00%	55.00%	25.00%	0.00%	0.00%	0.00%	100.00%
322	21.26%	50.39%	21.26%	6.30%	0.79%	0.00%	100.00%
324	21.08%	49.51%	19.61%	9.80%	0.00%	0.00%	100.00%
326	19.37%	52.70%	22.07%	4.95%	0.90%	0.00%	100.00%
328	15.73%	51.31%	23.22%	8.61%	1.12%	0.00%	100.00%
330	16.18%	48.53%	20.10%	12.25%	2.94%	0.00%	100.00%
332	10.99%	36.26%	36.26%	13.19%	3.30%	0.00%	100.00%
Grand Total	18.43%	47.29%	23.76%	8.89%	1.50%	0.13%	100.00%

On-time performance

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	9	31	20	13	7		80
300	15	57	50	32	11	1	166
302	13	103	66	47	8		237
304	23	88	81	63	15	1	271
306	14	74	52	42	14	2	198
308	20	54	33	25	4		136
310	6	22	14	9	2		53
319	1	9	6	4	1		21
322	18	47	31	17	11	1	125
324	31	92	60	14	6		203
326	17	66	66	50	22		221
328	27	117	78	40	7	2	271
330	25	94	57	28	6		210
332	1	28	20	34	11		94
Grand Total	220	882	634	418	125	7	2286

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	11.25%	38.75%	25.00%	16.25%	8.75%	0.00%	100.00%
300	9.04%	34.34%	30.12%	19.28%	6.63%	0.60%	100.00%
302	5.49%	43.46%	27.85%	19.83%	3.38%	0.00%	100.00%
304	8.49%	32.47%	29.89%	23.25%	5.54%	0.37%	100.00%
306	7.07%	37.37%	26.26%	21.21%	7.07%	1.01%	100.00%
308	14.71%	39.71%	24.26%	18.38%	2.94%	0.00%	100.00%
310	11.32%	41.51%	26.42%	16.98%	3.77%	0.00%	100.00%
319	4.76%	42.86%	28.57%	19.05%	4.76%	0.00%	100.00%
322	14.40%	37.60%	24.80%	13.60%	8.80%	0.80%	100.00%
324	15.27%	45.32%	29.56%	6.90%	2.96%	0.00%	100.00%
326	7.69%	29.86%	29.86%	22.62%	9.95%	0.00%	100.00%
328	9.96%	43.17%	28.78%	14.76%	2.58%	0.74%	100.00%
330	11.90%	44.76%	27.14%	13.33%	2.86%	0.00%	100.00%
332	1.06%	29.79%	21.28%	36.17%	11.70%	0.00%	100.00%
Grand Total	9.62%	38.58%	27.73%	18.29%	5.47%	0.31%	100.00%

Cleanliness of trains

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	32	33	13	1	1		80
300	77	68	20	3			168
302	105	116	15				236
304	135	115	17	2	1	1	271
306	98	86	12	2			198
308	58	60	15	4			137
310	31	19	3				53
319	10	9	3				22
322	58	53	11	1		1	124
324	112	84	8				204
326	116	88	14	4			222
328	155	100	12	3			270
330	100	95	12	1			208
332	32	50	7	2	1		92
Grand Total	1119	976	162	23	3	2	2285

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	40.00%	41.25%	16.25%	1.25%	1.25%	0.00%	100.00%
300	45.83%	40.48%	11.90%	1.79%	0.00%	0.00%	100.00%
302	44.49%	49.15%	6.36%	0.00%	0.00%	0.00%	100.00%
304	49.82%	42.44%	6.27%	0.74%	0.37%	0.37%	100.00%
306	49.49%	43.43%	6.06%	1.01%	0.00%	0.00%	100.00%
308	42.34%	43.80%	10.95%	2.92%	0.00%	0.00%	100.00%
310	58.49%	35.85%	5.66%	0.00%	0.00%	0.00%	100.00%
319	45.45%	40.91%	13.64%	0.00%	0.00%	0.00%	100.00%
322	46.77%	42.74%	8.87%	0.81%	0.00%	0.81%	100.00%
324	54.90%	41.18%	3.92%	0.00%	0.00%	0.00%	100.00%
326	52.25%	39.64%	6.31%	1.80%	0.00%	0.00%	100.00%
328	57.41%	37.04%	4.44%	1.11%	0.00%	0.00%	100.00%
330	48.08%	45.67%	5.77%	0.48%	0.00%	0.00%	100.00%
332	34.78%	54.35%	7.61%	2.17%	1.09%	0.00%	100.00%
Grand Total	48.97%	42.71%	7.09%	1.01%	0.13%	0.09%	100.00%

Cleanliness of stations

Train #	Grade						Grand Total
	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	
84	22	26	21	7	1	3	80
300	60	60	39	4	1		164
302	94	107	27	4	5		237
304	113	104	42	9	2	1	271
306	75	88	23	8	1	2	197
308	46	52	29	2	5	1	135
310	23	21	7	1		1	53
319	10	8	4				22
322	59	51	13			2	125
324	96	86	17	3		1	203
326	105	90	20		1	2	218
328	154	97	14	3		1	269
330	100	88	14	4		1	207
332	36	45	8	2	1	1	93
Grand Total	993	923	278	47	17	16	2274

Train #	Grade						Grand Total
	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	
84	27.50%	32.50%	26.25%	8.75%	1.25%	3.75%	100.00%
300	36.59%	36.59%	23.78%	2.44%	0.61%	0.00%	100.00%
302	39.66%	45.15%	11.39%	1.69%	2.11%	0.00%	100.00%
304	41.70%	38.38%	15.50%	3.32%	0.74%	0.37%	100.00%
306	38.07%	44.67%	11.68%	4.06%	0.51%	1.02%	100.00%
308	34.07%	38.52%	21.48%	1.48%	3.70%	0.74%	100.00%
310	43.40%	39.62%	13.21%	1.89%	0.00%	1.89%	100.00%
319	45.45%	36.36%	18.18%	0.00%	0.00%	0.00%	100.00%
322	47.20%	40.80%	10.40%	0.00%	0.00%	1.60%	100.00%
324	47.29%	42.36%	8.37%	1.48%	0.00%	0.49%	100.00%
326	48.17%	41.28%	9.17%	0.00%	0.46%	0.92%	100.00%
328	57.25%	36.06%	5.20%	1.12%	0.00%	0.37%	100.00%
330	48.31%	42.51%	6.76%	1.93%	0.00%	0.48%	100.00%
332	38.71%	48.39%	8.60%	2.15%	1.08%	1.08%	100.00%
Grand Total	43.67%	40.59%	12.23%	2.07%	0.75%	0.70%	100.00%

Communication between VRE management and passengers

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	19	21	17	7	4	8	76
300	27	49	49	16	7	18	166
302	33	90	66	13	7	25	234
304	49	101	64	15	6	30	265
306	30	77	41	16	8	20	192
308	19	49	34	11	2	16	131
310	8	18	14	2	2	8	52
319	2	9	8	1		2	22
322	20	48	32	6	1	17	124
324	40	78	46	15	3	16	198
326	36	72	48	22	12	23	213
328	56	90	62	16	9	31	264
330	35	77	46	9	1	31	199
332	14	26	23	7	6	14	90
Grand Total	388	805	550	156	68	259	2226

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	25.00%	27.63%	22.37%	9.21%	5.26%	10.53%	100.00%
300	16.27%	29.52%	29.52%	9.64%	4.22%	10.84%	100.00%
302	14.10%	38.46%	28.21%	5.56%	2.99%	10.68%	100.00%
304	18.49%	38.11%	24.15%	5.66%	2.26%	11.32%	100.00%
306	15.63%	40.10%	21.35%	8.33%	4.17%	10.42%	100.00%
308	14.50%	37.40%	25.95%	8.40%	1.53%	12.21%	100.00%
310	15.38%	34.62%	26.92%	3.85%	3.85%	15.38%	100.00%
319	9.09%	40.91%	36.36%	4.55%	0.00%	9.09%	100.00%
322	16.13%	38.71%	25.81%	4.84%	0.81%	13.71%	100.00%
324	20.20%	39.39%	23.23%	7.58%	1.52%	8.08%	100.00%
326	16.90%	33.80%	22.54%	10.33%	5.63%	10.80%	100.00%
328	21.21%	34.09%	23.48%	6.06%	3.41%	11.74%	100.00%
330	17.59%	38.69%	23.12%	4.52%	0.50%	15.58%	100.00%
332	15.56%	28.89%	25.56%	7.78%	6.67%	15.56%	100.00%
Grand Total	17.43%	36.16%	24.71%	7.01%	3.05%	11.64%	100.00%

Automated Telephone System (TRACS) 684-1001/1-800 RIDE VRE

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	8	16	12	4	1	31	72
300	11	34	26	14	5	67	157
302	15	41	45	8	3	109	221
304	24	51	37	19	4	116	251
306	21	42	20	15	4	78	180
308	17	26	18	9	3	51	124
310	9	18	2	2		19	50
319	1	4	4		1	9	19
322	12	27	13	7	1	54	114
324	19	45	30	9	2	80	185
326	23	38	31	10	1	99	202
328	31	57	28	11	7	113	247
330	25	34	25	7	4	87	182
332	8	14	14	6	2	39	83
Grand Total	224	447	305	121	38	952	2087

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	11.11%	22.22%	16.67%	5.56%	1.39%	43.06%	100.00%
300	7.01%	21.66%	16.56%	8.92%	3.18%	42.68%	100.00%
302	6.79%	18.55%	20.36%	3.62%	1.36%	49.32%	100.00%
304	9.56%	20.32%	14.74%	7.57%	1.59%	46.22%	100.00%
306	11.67%	23.33%	11.11%	8.33%	2.22%	43.33%	100.00%
308	13.71%	20.97%	14.52%	7.26%	2.42%	41.13%	100.00%
310	18.00%	36.00%	4.00%	4.00%	0.00%	38.00%	100.00%
319	5.26%	21.05%	21.05%	0.00%	5.26%	47.37%	100.00%
322	10.53%	23.68%	11.40%	6.14%	0.88%	47.37%	100.00%
324	10.27%	24.32%	16.22%	4.86%	1.08%	43.24%	100.00%
326	11.39%	18.81%	15.35%	4.95%	0.50%	49.01%	100.00%
328	12.55%	23.08%	11.34%	4.45%	2.83%	45.75%	100.00%
330	13.74%	18.68%	13.74%	3.85%	2.20%	47.80%	100.00%
332	9.64%	16.87%	16.87%	7.23%	2.41%	46.99%	100.00%
Grand Total	10.73%	21.42%	14.61%	5.80%	1.82%	45.62%	100.00%

Reliability of ticket vending machines

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	16	24	17	13	4	5	79
300	30	57	34	8		31	160
302	52	92	46	16	4	19	229
304	73	95	48	16	4	26	262
306	47	69	35	20	5	15	191
308	23	47	35	15	3	12	135
310	9	17	9	5		12	52
319	3	9	4	1		5	22
322	33	47	28	4		13	125
324	53	73	37	9	1	26	199
326	50	92	30	9	3	29	213
328	61	113	44	15	3	25	261
330	57	71	36	22	2	16	204
332	21	31	23	4	3	9	91
Grand Total	528	837	426	157	32	243	2223

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	20.25%	30.38%	21.52%	16.46%	5.06%	6.33%	100.00%
300	18.75%	35.63%	21.25%	5.00%	0.00%	19.38%	100.00%
302	22.71%	40.17%	20.09%	6.99%	1.75%	8.30%	100.00%
304	27.86%	36.26%	18.32%	6.11%	1.53%	9.92%	100.00%
306	24.61%	36.13%	18.32%	10.47%	2.62%	7.85%	100.00%
308	17.04%	34.81%	25.93%	11.11%	2.22%	8.89%	100.00%
310	17.31%	32.69%	17.31%	9.62%	0.00%	23.08%	100.00%
319	13.64%	40.91%	18.18%	4.55%	0.00%	22.73%	100.00%
322	26.40%	37.60%	22.40%	3.20%	0.00%	10.40%	100.00%
324	26.63%	36.68%	18.59%	4.52%	0.50%	13.07%	100.00%
326	23.47%	43.19%	14.08%	4.23%	1.41%	13.62%	100.00%
328	23.37%	43.30%	16.86%	5.75%	1.15%	9.58%	100.00%
330	27.94%	34.80%	17.65%	10.78%	0.98%	7.84%	100.00%
332	23.08%	34.07%	25.27%	4.40%	3.30%	9.89%	100.00%
Grand Total	23.75%	37.65%	19.16%	7.06%	1.44%	10.93%	100.00%

Reliability of ticket validators

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	10	21	24	11	7	5	78
300	14	50	53	25	3	18	163
302	19	76	77	41	6	12	231
304	35	84	83	39	8	15	264
306	21	56	51	37	6	22	193
308	13	28	44	29	10	5	129
310	6	12	16	8	2	7	51
319	1	6	13	1		1	22
322	19	35	40	14	1	12	121
324	27	60	62	28	2	19	198
326	29	79	59	24	7	17	215
328	27	103	77	28	3	23	261
330	29	66	70	24	2	13	204
332	15	32	18	18	1	6	90
Grand Total	265	708	687	327	58	175	2220

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	12.82%	26.92%	30.77%	14.10%	8.97%	6.41%	100.00%
300	8.59%	30.67%	32.52%	15.34%	1.84%	11.04%	100.00%
302	8.23%	32.90%	33.33%	17.75%	2.60%	5.19%	100.00%
304	13.26%	31.82%	31.44%	14.77%	3.03%	5.68%	100.00%
306	10.88%	29.02%	26.42%	19.17%	3.11%	11.40%	100.00%
308	10.08%	21.71%	34.11%	22.48%	7.75%	3.88%	100.00%
310	11.76%	23.53%	31.37%	15.69%	3.92%	13.73%	100.00%
319	4.55%	27.27%	59.09%	4.55%	0.00%	4.55%	100.00%
322	15.70%	28.93%	33.06%	11.57%	0.83%	9.92%	100.00%
324	13.64%	30.30%	31.31%	14.14%	1.01%	9.60%	100.00%
326	13.49%	36.74%	27.44%	11.16%	3.26%	7.91%	100.00%
328	10.34%	39.46%	29.50%	10.73%	1.15%	8.81%	100.00%
330	14.22%	32.35%	34.31%	11.76%	0.98%	6.37%	100.00%
332	16.67%	35.56%	20.00%	20.00%	1.11%	6.67%	100.00%
Grand Total	11.94%	31.89%	30.95%	14.73%	2.61%	7.88%	100.00%

Ease of buying a ticket

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	29	26	17	4	2	1	79
300	54	63	26	16	3	5	167
302	85	88	33	14	6	6	232
304	122	89	42	9	2	4	268
306	77	65	36	15	3	1	197
308	41	57	23	6	3		130
310	23	19	8	3			53
319	8	12	2				22
322	53	49	15	8		1	126
324	82	81	31	7	1	3	205
326	88	89	23	15		3	218
328	114	110	32	11		1	268
330	91	77	22	13		4	207
332	31	41	9	1	3	4	89
Grand Total	898	866	319	122	23	33	2261

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	36.71%	32.91%	21.52%	5.06%	2.53%	1.27%	100.00%
300	32.34%	37.72%	15.57%	9.58%	1.80%	2.99%	100.00%
302	36.64%	37.93%	14.22%	6.03%	2.59%	2.59%	100.00%
304	45.52%	33.21%	15.67%	3.36%	0.75%	1.49%	100.00%
306	39.09%	32.99%	18.27%	7.61%	1.52%	0.51%	100.00%
308	31.54%	43.85%	17.69%	4.62%	2.31%	0.00%	100.00%
310	43.40%	35.85%	15.09%	5.66%	0.00%	0.00%	100.00%
319	36.36%	54.55%	9.09%	0.00%	0.00%	0.00%	100.00%
322	42.06%	38.89%	11.90%	6.35%	0.00%	0.79%	100.00%
324	40.00%	39.51%	15.12%	3.41%	0.49%	1.46%	100.00%
326	40.37%	40.83%	10.55%	6.88%	0.00%	1.38%	100.00%
328	42.54%	41.04%	11.94%	4.10%	0.00%	0.37%	100.00%
330	43.96%	37.20%	10.63%	6.28%	0.00%	1.93%	100.00%
332	34.83%	46.07%	10.11%	1.12%	3.37%	4.49%	100.00%
Grand Total	39.72%	38.30%	14.11%	5.40%	1.02%	1.46%	100.00%

Ease of using Metrocheks

	Grade						
Train #	A	B	C	D	F	N	Grand Total
84	4	6	4	1	3	51	69
300	19	16	10	10	6	90	151
302	22	30	18	12	5	130	217
304	31	30	14	3	5	166	249
306	20	18	12	4	2	121	177
308	11	14	7	8	2	77	119
310	7	3	3	2		35	50
319	3	2		2		14	21
322	11	17	3	5	2	72	110
324	29	23	13	13	3	103	184
326	28	15	16	8	2	125	194
328	25	37	12	9	3	150	236
330	23	13	11	8	2	129	186
332	4	12	4	2	1	57	80
Grand Total	237	236	127	87	36	1320	2043

	Grade						
Train #	A	B	C	D	F	N	Grand Total
84	5.80%	8.70%	5.80%	1.45%	4.35%	73.91%	100.00%
300	12.58%	10.60%	6.62%	6.62%	3.97%	59.60%	100.00%
302	10.14%	13.82%	8.29%	5.53%	2.30%	59.91%	100.00%
304	12.45%	12.05%	5.62%	1.20%	2.01%	66.67%	100.00%
306	11.30%	10.17%	6.78%	2.26%	1.13%	68.36%	100.00%
308	9.24%	11.76%	5.88%	6.72%	1.68%	64.71%	100.00%
310	14.00%	6.00%	6.00%	4.00%	0.00%	70.00%	100.00%
319	14.29%	9.52%	0.00%	9.52%	0.00%	66.67%	100.00%
322	10.00%	15.45%	2.73%	4.55%	1.82%	65.45%	100.00%
324	15.76%	12.50%	7.07%	7.07%	1.63%	55.98%	100.00%
326	14.43%	7.73%	8.25%	4.12%	1.03%	64.43%	100.00%
328	10.59%	15.68%	5.08%	3.81%	1.27%	63.56%	100.00%
330	12.37%	6.99%	5.91%	4.30%	1.08%	69.35%	100.00%
332	5.00%	15.00%	5.00%	2.50%	1.25%	71.25%	100.00%
Grand Total	11.60%	11.55%	6.22%	4.26%	1.76%	64.61%	100.00%

Station parking availability

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	18	20	9	5	12	12	76
300	75	36	19	12	12	8	162
302	101	74	17	11	16	14	233
304	140	71	14	11	18	16	270
306	89	56	15	11	12	12	195
308	44	43	15	16	12	3	133
310	23	16	2	7	1	4	53
319	13	7			1	1	22
322	81	26	9	1	1	7	125
324	114	60	13	9	4	2	202
326	129	61	12	6	2	6	216
328	136	95	16	6	5	9	267
330	122	61	12	6	1	6	208
332	40	30	10	6	1	4	91
Grand Total	1125	656	163	107	98	104	2253

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	23.68%	26.32%	11.84%	6.58%	15.79%	15.79%	100.00%
300	46.30%	22.22%	11.73%	7.41%	7.41%	4.94%	100.00%
302	43.35%	31.76%	7.30%	4.72%	6.87%	6.01%	100.00%
304	51.85%	26.30%	5.19%	4.07%	6.67%	5.93%	100.00%
306	45.64%	28.72%	7.69%	5.64%	6.15%	6.15%	100.00%
308	33.08%	32.33%	11.28%	12.03%	9.02%	2.26%	100.00%
310	43.40%	30.19%	3.77%	13.21%	1.89%	7.55%	100.00%
319	59.09%	31.82%	0.00%	0.00%	4.55%	4.55%	100.00%
322	64.80%	20.80%	7.20%	0.80%	0.80%	5.60%	100.00%
324	56.44%	29.70%	6.44%	4.46%	1.98%	0.99%	100.00%
326	59.72%	28.24%	5.56%	2.78%	0.93%	2.78%	100.00%
328	50.94%	35.58%	5.99%	2.25%	1.87%	3.37%	100.00%
330	58.65%	29.33%	5.77%	2.88%	0.48%	2.88%	100.00%
332	43.96%	32.97%	10.99%	6.59%	1.10%	4.40%	100.00%
Grand Total	49.93%	29.12%	7.23%	4.75%	4.35%	4.62%	100.00%

Public Address system on train

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	14	25	26	7	6		78
300	31	62	45	17	3	4	162
302	43	86	72	20	7	5	233
304	54	100	75	28	6	4	267
306	29	75	50	33	5	4	196
308	11	41	47	25	8	1	133
310	9	25	13	4			51
319	1	8	9	1	2		21
322	20	46	34	18	3	3	124
324	49	79	62	12		1	203
326	50	90	57	8	4	6	215
328	81	121	43	13	2	4	264
330	39	86	56	14	5	4	204
332	16	32	25	16	2	1	92
Grand Total	447	876	614	216	53	37	2243

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	17.95%	32.05%	33.33%	8.97%	7.69%	0.00%	100.00%
300	19.14%	38.27%	27.78%	10.49%	1.85%	2.47%	100.00%
302	18.45%	36.91%	30.90%	8.58%	3.00%	2.15%	100.00%
304	20.22%	37.45%	28.09%	10.49%	2.25%	1.50%	100.00%
306	14.80%	38.27%	25.51%	16.84%	2.55%	2.04%	100.00%
308	8.27%	30.83%	35.34%	18.80%	6.02%	0.75%	100.00%
310	17.65%	49.02%	25.49%	7.84%	0.00%	0.00%	100.00%
319	4.76%	38.10%	42.86%	4.76%	9.52%	0.00%	100.00%
322	16.13%	37.10%	27.42%	14.52%	2.42%	2.42%	100.00%
324	24.14%	38.92%	30.54%	5.91%	0.00%	0.49%	100.00%
326	23.26%	41.86%	26.51%	3.72%	1.86%	2.79%	100.00%
328	30.68%	45.83%	16.29%	4.92%	0.76%	1.52%	100.00%
330	19.12%	42.16%	27.45%	6.86%	2.45%	1.96%	100.00%
332	17.39%	34.78%	27.17%	17.39%	2.17%	1.09%	100.00%
Grand Total	19.93%	39.05%	27.37%	9.63%	2.36%	1.65%	100.00%

Public Address system on platform

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	12	26	23	7	8		76
300	29	52	30	41	11	1	164
302	39	68	58	44	18	4	231
304	42	77	81	48	16	2	266
306	26	61	46	43	17	4	197
308	16	30	49	27	8	1	131
310	10	19	15	6	1		51
319	2	7	5	5	2		21
322	14	41	35	21	10	3	124
324	35	49	60	34	15	4	197
326	23	60	59	48	22	3	215
328	35	66	66	66	26	5	264
330	29	44	72	35	20	3	203
332	8	24	22	25	9	4	92
Grand Total	320	624	621	450	183	34	2232

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	15.79%	34.21%	30.26%	9.21%	10.53%	0.00%	100.00%
300	17.68%	31.71%	18.29%	25.00%	6.71%	0.61%	100.00%
302	16.88%	29.44%	25.11%	19.05%	7.79%	1.73%	100.00%
304	15.79%	28.95%	30.45%	18.05%	6.02%	0.75%	100.00%
306	13.20%	30.96%	23.35%	21.83%	8.63%	2.03%	100.00%
308	12.21%	22.90%	37.40%	20.61%	6.11%	0.76%	100.00%
310	19.61%	37.25%	29.41%	11.76%	1.96%	0.00%	100.00%
319	9.52%	33.33%	23.81%	23.81%	9.52%	0.00%	100.00%
322	11.29%	33.06%	28.23%	16.94%	8.06%	2.42%	100.00%
324	17.77%	24.87%	30.46%	17.26%	7.61%	2.03%	100.00%
326	10.70%	27.91%	27.44%	22.33%	10.23%	1.40%	100.00%
328	13.26%	25.00%	25.00%	25.00%	9.85%	1.89%	100.00%
330	14.29%	21.67%	35.47%	17.24%	9.85%	1.48%	100.00%
332	8.70%	26.09%	23.91%	27.17%	9.78%	4.35%	100.00%
Grand Total	14.34%	27.96%	27.82%	20.16%	8.20%	1.52%	100.00%

Personal security at station and on train

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	14	34	13	11	4	2	78
300	43	63	34	12	1	11	164
302	55	80	70	8	5	15	233
304	76	88	53	19	6	23	265
306	49	61	48	9	9	18	194
308	29	49	36	6	3	9	132
310	15	18	9	2	1	5	50
319	1	7	7	5		2	22
322	33	47	28	3		12	123
324	59	78	43	6	4	11	201
326	66	88	43	7	2	8	214
328	86	106	42	10	2	19	265
330	68	66	40	19	1	9	203
332	19	31	21	5	3	10	89
Grand Total	613	816	487	122	41	154	2233

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	17.95%	43.59%	16.67%	14.10%	5.13%	2.56%	100.00%
300	26.22%	38.41%	20.73%	7.32%	0.61%	6.71%	100.00%
302	23.61%	34.33%	30.04%	3.43%	2.15%	6.44%	100.00%
304	28.68%	33.21%	20.00%	7.17%	2.26%	8.68%	100.00%
306	25.26%	31.44%	24.74%	4.64%	4.64%	9.28%	100.00%
308	21.97%	37.12%	27.27%	4.55%	2.27%	6.82%	100.00%
310	30.00%	36.00%	18.00%	4.00%	2.00%	10.00%	100.00%
319	4.55%	31.82%	31.82%	22.73%	0.00%	9.09%	100.00%
322	26.83%	38.21%	22.76%	2.44%	0.00%	9.76%	100.00%
324	29.35%	38.81%	21.39%	2.99%	1.99%	5.47%	100.00%
326	30.84%	41.12%	20.09%	3.27%	0.93%	3.74%	100.00%
328	32.45%	40.00%	15.85%	3.77%	0.75%	7.17%	100.00%
330	33.50%	32.51%	19.70%	9.36%	0.49%	4.43%	100.00%
332	21.35%	34.83%	23.60%	5.62%	3.37%	11.24%	100.00%
Grand Total	27.45%	36.54%	21.81%	5.46%	1.84%	6.90%	100.00%

Safety of train equipment

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	23	30	12		1	8	74
300	57	72	24	1		11	165
302	74	102	36	1		21	234
304	93	103	24	2	1	35	258
306	59	72	27			33	191
308	40	55	18			17	130
310	18	22	1			10	51
319	3	13	1			4	21
322	40	55	13	1		14	123
324	72	82	27			19	200
326	85	83	22	1		19	210
328	103	110	25	1		21	260
330	70	89	23			23	205
332	21	43	13			11	88
Grand Total	758	931	266	7	2	246	2210

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	31.08%	40.54%	16.22%	0.00%	1.35%	10.81%	100.00%
300	34.55%	43.64%	14.55%	0.61%	0.00%	6.67%	100.00%
302	31.62%	43.59%	15.38%	0.43%	0.00%	8.97%	100.00%
304	36.05%	39.92%	9.30%	0.78%	0.39%	13.57%	100.00%
306	30.89%	37.70%	14.14%	0.00%	0.00%	17.28%	100.00%
308	30.77%	42.31%	13.85%	0.00%	0.00%	13.08%	100.00%
310	35.29%	43.14%	1.96%	0.00%	0.00%	19.61%	100.00%
319	14.29%	61.90%	4.76%	0.00%	0.00%	19.05%	100.00%
322	32.52%	44.72%	10.57%	0.81%	0.00%	11.38%	100.00%
324	36.00%	41.00%	13.50%	0.00%	0.00%	9.50%	100.00%
326	40.48%	39.52%	10.48%	0.48%	0.00%	9.05%	100.00%
328	39.62%	42.31%	9.62%	0.38%	0.00%	8.08%	100.00%
330	34.15%	43.41%	11.22%	0.00%	0.00%	11.22%	100.00%
332	23.86%	48.86%	14.77%	0.00%	0.00%	12.50%	100.00%
Grand Total	34.30%	42.13%	12.04%	0.32%	0.09%	11.13%	100.00%

Station signage

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	18	27	17	2	1	8	73
300	48	57	29	9		17	160
302	65	99	40	5	1	17	227
304	88	89	46	11		25	259
306	63	69	39	1	4	12	188
308	33	62	22	3		7	127
310	19	18	8			5	50
319	5	15				2	22
322	44	55	12	4		10	125
324	60	80	37	2	1	15	195
326	76	84	30	4		16	210
328	91	113	31	5	1	15	256
330	70	80	26	4	1	15	196
332	20	44	13	1	1	10	89
Grand Total	700	892	350	51	10	174	2177

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	24.66%	36.99%	23.29%	2.74%	1.37%	10.96%	100.00%
300	30.00%	35.63%	18.13%	5.63%	0.00%	10.63%	100.00%
302	28.63%	43.61%	17.62%	2.20%	0.44%	7.49%	100.00%
304	33.98%	34.36%	17.76%	4.25%	0.00%	9.65%	100.00%
306	33.51%	36.70%	20.74%	0.53%	2.13%	6.38%	100.00%
308	25.98%	48.82%	17.32%	2.36%	0.00%	5.51%	100.00%
310	38.00%	36.00%	16.00%	0.00%	0.00%	10.00%	100.00%
319	22.73%	68.18%	0.00%	0.00%	0.00%	9.09%	100.00%
322	35.20%	44.00%	9.60%	3.20%	0.00%	8.00%	100.00%
324	30.77%	41.03%	18.97%	1.03%	0.51%	7.69%	100.00%
326	36.19%	40.00%	14.29%	1.90%	0.00%	7.62%	100.00%
328	35.55%	44.14%	12.11%	1.95%	0.39%	5.86%	100.00%
330	35.71%	40.82%	13.27%	2.04%	0.51%	7.65%	100.00%
332	22.47%	49.44%	14.61%	1.12%	1.12%	11.24%	100.00%
Grand Total	32.15%	40.97%	16.08%	2.34%	0.46%	7.99%	100.00%

Feeder Bus service

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	6	4	7		3	48	68
300	12	15	17	9	5	95	153
302	11	20	15	12	6	151	215
304	19	28	17	9	8	171	252
306	20	13	6	5	5	125	174
308	4	7	11	7	4	85	118
310	6	1	1	2		39	49
319		2	1			18	21
322	4	14	8	5	3	80	114
324	15	25	13	2	6	124	185
326	9	14	13	4	3	151	194
328	11	19	15	7	3	182	237
330	6	17	13	3	3	140	182
332	2	12	1	4	1	62	82
Grand Total	125	191	138	69	50	1471	2044

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	8.82%	5.88%	10.29%	0.00%	4.41%	70.59%	100.00%
300	7.84%	9.80%	11.11%	5.88%	3.27%	62.09%	100.00%
302	5.12%	9.30%	6.98%	5.58%	2.79%	70.23%	100.00%
304	7.54%	11.11%	6.75%	3.57%	3.17%	67.86%	100.00%
306	11.49%	7.47%	3.45%	2.87%	2.87%	71.84%	100.00%
308	3.39%	5.93%	9.32%	5.93%	3.39%	72.03%	100.00%
310	12.24%	2.04%	2.04%	4.08%	0.00%	79.59%	100.00%
319	0.00%	9.52%	4.76%	0.00%	0.00%	85.71%	100.00%
322	3.51%	12.28%	7.02%	4.39%	2.63%	70.18%	100.00%
324	8.11%	13.51%	7.03%	1.08%	3.24%	67.03%	100.00%
326	4.64%	7.22%	6.70%	2.06%	1.55%	77.84%	100.00%
328	4.64%	8.02%	6.33%	2.95%	1.27%	76.79%	100.00%
330	3.30%	9.34%	7.14%	1.65%	1.65%	76.92%	100.00%
332	2.44%	14.63%	1.22%	4.88%	1.22%	75.61%	100.00%
Grand Total	6.12%	9.34%	6.75%	3.38%	2.45%	71.97%	100.00%

Level of Fare for quality and value of service

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	9	23	24	14	7	1	78
300	23	54	46	27	5	2	157
302	21	75	91	34	7	3	231
304	26	82	103	41	4	4	260
306	26	71	56	34	5	1	193
308	11	48	49	18	2	1	129
310	8	27	12	3	1	1	52
319	1	9	9	1	1		21
322	9	48	43	19		2	121
324	26	81	62	20	2	3	194
326	30	79	68	30	1	4	212
328	27	106	90	32	6	1	262
330	23	93	65	14	6	2	203
332	9	33	35	6	1	2	86
Grand Total	249	829	753	293	48	27	2199

Train #	Grade						Grand Total
	A	B	C	D	F	N	
84	11.54%	29.49%	30.77%	17.95%	8.97%	1.28%	100.00%
300	14.65%	34.39%	29.30%	17.20%	3.18%	1.27%	100.00%
302	9.09%	32.47%	39.39%	14.72%	3.03%	1.30%	100.00%
304	10.00%	31.54%	39.62%	15.77%	1.54%	1.54%	100.00%
306	13.47%	36.79%	29.02%	17.62%	2.59%	0.52%	100.00%
308	8.53%	37.21%	37.98%	13.95%	1.55%	0.78%	100.00%
310	15.38%	51.92%	23.08%	5.77%	1.92%	1.92%	100.00%
319	4.76%	42.86%	42.86%	4.76%	4.76%	0.00%	100.00%
322	7.44%	39.67%	35.54%	15.70%	0.00%	1.65%	100.00%
324	13.40%	41.75%	31.96%	10.31%	1.03%	1.55%	100.00%
326	14.15%	37.26%	32.08%	14.15%	0.47%	1.89%	100.00%
328	10.31%	40.46%	34.35%	12.21%	2.29%	0.38%	100.00%
330	11.33%	45.81%	32.02%	6.90%	2.96%	0.99%	100.00%
332	10.47%	38.37%	40.70%	6.98%	1.16%	2.33%	100.00%
Grand Total	11.32%	37.70%	34.24%	13.32%	2.18%	1.23%	100.00%

Overall Service Quality

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	22	34	21	3	1		81
300	49	72	34	9			164
302	51	146	30	9		1	237
304	71	144	42	5	2	3	267
306	56	98	36	5		1	196
308	33	75	24	2			134
310	17	34	2				53
319	6	11	4				21
322	25	78	18	2		2	125
324	68	107	27	3			205
326	67	111	29	7	2		216
328	79	162	26	3			270
330	61	129	12	2	1	1	206
332	17	61	11	4		1	94
Grand Total	622	1262	316	54	6	9	2269

	Grade						
Train #	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>F</i>	<i>N</i>	<i>Grand Total</i>
84	27.16%	41.98%	25.93%	3.70%	1.23%	0.00%	100.00%
300	29.88%	43.90%	20.73%	5.49%	0.00%	0.00%	100.00%
302	21.52%	61.60%	12.66%	3.80%	0.00%	0.42%	100.00%
304	26.59%	53.93%	15.73%	1.87%	0.75%	1.12%	100.00%
306	28.57%	50.00%	18.37%	2.55%	0.00%	0.51%	100.00%
308	24.63%	55.97%	17.91%	1.49%	0.00%	0.00%	100.00%
310	32.08%	64.15%	3.77%	0.00%	0.00%	0.00%	100.00%
319	28.57%	52.38%	19.05%	0.00%	0.00%	0.00%	100.00%
322	20.00%	62.40%	14.40%	1.60%	0.00%	1.60%	100.00%
324	33.17%	52.20%	13.17%	1.46%	0.00%	0.00%	100.00%
326	31.02%	51.39%	13.43%	3.24%	0.93%	0.00%	100.00%
328	29.26%	60.00%	9.63%	1.11%	0.00%	0.00%	100.00%
330	29.61%	62.62%	5.83%	0.97%	0.49%	0.49%	100.00%
332	18.09%	64.89%	11.70%	4.26%	0.00%	1.06%	100.00%
Grand Total	27.41%	55.62%	13.93%	2.38%	0.26%	0.40%	100.00%

57. Are you

a) Male

b) Female

Question 57	Response		
Train #	A	B	Grand Total
84	44	41	85
300	117	54	171
302	163	77	240
304	176	97	273
306	133	70	203
308	73	65	138
310	34	20	54
319	14	9	23
322	95	32	127
324	155	52	207
326	145	76	221
328	177	101	278
330	126	86	212
332	55	39	94
Grand Total	1507	819	2326

58. What is your age?

a) 18 - 24

d) 45 - 54

b) 25 - 34

e) 55 - 64

c) 35 - 44

f) 65+

Question 58	Response						
Train #	A	B	C	D	E	F	Grand Total
84	8	19	21	29	7	1	85
300	2	20	52	61	35		170
302	4	32	84	85	32	2	239
304	19	31	89	107	23	2	271
306	9	35	82	60	13	3	202
308	5	26	52	42	12		137
310	2	16	19	15	2		54
319		6	4	8	4		22
322	2	10	28	59	25	3	127
324	4	16	74	86	22	4	206
326	7	30	62	89	27	4	219
328	9	52	81	106	27	3	278
330	13	59	76	46	15	2	211
332	4	17	35	27	6	3	92
Grand Total	88	369	759	820	250	27	2313

59. 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+

Question 59	Response						
Train #	A	B	C	D	E	F	Grand Total
84	3	20	19	13	18	9	82
300	2	29	49	52	24	11	167
302	2	29	62	70	47	19	229
304	8	41	66	77	40	36	268
306	2	25	50	62	32	24	195
308	5	25	39	31	20	14	134
310	1	8	17	11	12	4	53
319	1	4	6	3	6	2	22
322	1	12	28	35	30	17	123
324		14	47	60	54	22	197
326	1	20	39	50	61	34	205
328	5	28	65	70	50	43	261
330	7	28	53	53	41	24	206
332	4	10	26	19	17	14	90
Grand Total	42	293	566	606	452	273	2232

60. How many children to do you have?

- a) None
- b) 1
- c) 2
- d) 3
- e) 4
- f) 5
- g) 6

Question 60	Response							
Train #	A	B	C	D	E	F	G	Grand Total
84	34	13	20	12	3	2	1	85
300	57	27	41	25	13	5	1	169
302	70	34	75	37	12	6	4	238
304	79	37	89	48	16	4		273
306	67	28	66	27	3	7	1	199
308	48	22	33	14	11	3	5	136
310	22	9	11	11	1			54
319	8	3	2	6	2	1	1	23
322	36	18	40	16	11	4	1	126
324	59	32	64	29	12	6	3	205
326	61	32	76	33	9	6	1	218
328	100	54	69	31	13	6	1	274
330	80	46	52	23	5	3	1	210
332	33	14	25	13	5		2	92
Grand Total	754	369	663	325	116	53	22	2302

61. How many kids live at home?

- a) None
- b) 1
- c) 2
- d) 3
- e) 4
- f) 5
- g) 6

Question 61	Response							
Train #	A	B	C	D	E	F	G	Grand Total
84	50	15	14	2	2			83
300	88	42	30	6				166
302	108	44	49	19	6	1	3	230
304	121	58	54	26	9			268
306	86	32	56	14	1	3	1	193
308	59	25	21	12	4	1	2	124
310	22	12	8	5	1			48
319	9	6	3	1	1			20
322	61	29	23	5	2		1	121
324	84	43	47	16	8	1	1	200
326	93	55	48	12	3	1	1	213
328	126	66	37	21	6	2		258
330	85	48	46	12	5	1		197
332	38	18	19	12	4			91
Grand Total	1030	493	455	163	52	10	9	2212

63. Is your commuting decision affected by daycare needs?

- a) Yes b) No

Question 63	Response		
Train #	A	B	Grand Total
84	2	79	81
300	6	155	161
302	22	212	234
304	25	242	267
306	20	178	198
308	15	119	134
310	6	47	53
319	1	21	22
322	6	117	123
324	14	189	203
326	19	197	216
328	24	245	269
330	30	172	202
332	14	77	91
Grand Total	204	2050	2254

64. How many cars do you own?

- a) 1 b) 2 c) 3 d) 4

Question 64	Response				
Train #	A	B	C	D	Grand Total
84	24	37	13	8	82
300	37	83	40	6	166
302	48	128	41	18	235
304	58	149	43	23	273
306	52	94	36	13	195
308	39	55	33	7	134
310	18	23	10	2	53
319	4	11	3	4	22
322	24	63	33	6	126
324	28	117	44	13	202
326	40	109	54	14	217
328	62	154	49	7	272
330	64	115	25	7	211
332	24	45	15	5	89
Grand Total	522	1183	439	133	2277

65. Ethnic origin (Optional):

- a) Caucasian b) African American c) Asian d) Hispanic
e) American Indian f) Other

Question 65	Response						
Train #	A	B	C	D	E	F	Grand Total
84	62	12	1	2		2	79
300	133	16	1	2	1	4	157
302	183	21	1	9	3	4	221
304	227	23	3	8	1	6	268
306	154	24	4	3	1	1	187
308	108	11	1	2	3		125
310	42	5	1	1			49
319	17	2	1				20
322	111	2	1	5	1	1	121
324	172	10	6	6	2	1	197
326	181	12	1	7		6	207
328	224	7	11	7	3	4	256
330	172	6	13	5	1	1	198
332	75	4	3	4		2	88
Grand Total	1861	155	48	61	16	32	2173

66. Are you:

a) Married b) Single c) Windowed/Divorced

Question 66	Response			
Train #	A	B	C	Grand Total
84	58	23	4	85
300	135	27	9	171
302	190	34	14	238
304	213	36	24	273
306	150	31	19	200
308	102	22	10	134
310	31	18	5	54
319	17	5	1	23
322	104	13	10	127
324	171	22	12	205
326	171	36	8	215
328	218	34	17	269
330	149	43	16	208
332	68	17	7	92
Grand Total	1777	361	156	2294

Types of Written Comments Received (some people made multiple comments)

<u>Type #</u>	<u>Description</u>
1	Positive comments
2	Add trains or cars
3	Add express trains
4	Change schedule
5	Concerns with holiday schedule
6	Extend service/add stations
7	Concerns about Spotsylvania
8	Smoking at stations
9	Want alcoholic beverage service
10	Feeder bus questions
11	Car temperature too hot/cold
12	Station problems
13	Vandalism/security concerns
14	Announcements/other VRE communications
15	Costs too much
16	Takes too long
17	Reliability/on-time performance problems
18	Issues with doors or train stopping points
19	Leg room/seat complaints
20	Other car problems
21	Problems with train restrooms
22	Free ride ticket problems
23	Problems with ticket sales
24	Comments about publishing survey results
25	Comments about the survey itself
26	Café car complaints
27	Fredericksburg concerns
28	Cars too crowded
29	Amtrak complaints
30	Survey too long
31	Horn/whistle too loud
32	Station parking concerns
40	Other comments

Comment	Train #															
Type	84	300	302	304	306	308	310	319	322	324	326	328	330	332	Grand Total	
1	5	14	14	34	12	8	6	2	10	10	12	29	23	11	190	
2	3	7	12	9	9	11	2	1	6	7	3	13	17	11	111	
3	2	2	2	5	1	3	2			2			1	1	21	
4		3	4	1	2		2			2	2	7	3	1	27	
5	1	1	1										1		4	
6	1		1		1		1				2	2	6		14	
7		3	3	2	2	2	1								13	
8		3	2		2						2	1	3		13	
9	1	1	1	1		1									5	
10	1	1		2	1							1	1		7	
11	1		1			3			2		1	1	5		14	
12	1	3	5	4	2	2				3	4	3	3	1	31	
13	2		1	1							1	3	3		11	
14	4	8	5	9	5	3	2	2	6	11	9	19	11	6	100	
15	6	7	14	12	15	8	2		4	12	2	14	7		103	
16		2		1	1						2	2	3	1	12	
17	10	11	18	24	21	9	3	3	11	10	41	13	10	9	193	
18			1			1			1	1	2	3	3	1	13	
19	7	13	16	17	12	12	2	1	3	7	4	8	5	3	110	
20	1		1	2									3	3	10	
21			1	1	1	1							1	1	6	
22		1	1								2	2	2		8	
23		1	5	2	4	4		2	1	5	4	7	4	2	41	
24			1			1					1				3	
25	1		2	2	1				2				1	1	10	
26	2	3	5	13	9	4	1	2		1	1	3	2		46	
27	4	6	9	5	5	6	1					1	1		38	
28	1			1	1	2	2		1	2		3			13	
29	4			1											5	
30	2		3	3	2	2				4	4	3	2	1	26	
31									1	1	2		2		6	
32				1		1	1		1	2	1	1	2		10	
40	1	4	7	6	3	3			4	5	4	5	2	1	45	
Grand Total	61	94	136	159	112	87	28	13	53	85	106	144	127	54	1259	