

Virginia Railway Express 1999 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 | |

Count	Train #														
Q1	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	2					1			1		1				5
A									29	46	69	46	45	29	264
B						1			34	82	50	66	49	43	325
C									32	60	59	61	70	42	324
D									26	63	75	70	48	46	328
E						1			16	32	46	45	25	24	189
F					1				4	8	10	9	13	9	54
G	69	13	84	83	89	54	41	28							461
H			34	60	51	43	49	16							253
I			26	26	36	31	13	9							141
J	7	4	28	44	44	29	19	7							182
K			20	19	44	37	7	6							133
L	3	3	43	41	66	50	20	28							254
M			10	4	12	11	3	7							47
N			1	3	2	8	4	1	1				1		21
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

2. At which station will you disembark train this morning?

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

Count	Train #														
Q2	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	1		1	3	5	1	2	1			2	1	1	4	22
A	46	14	47	41	62	37	41	18	26	61	66	56	59	38	612
B	2	1	99	107	117	117	65	41	59	136	142	139	127	95	1247
C			76	96	106	76	19	19	51	86	83	87	43	38	780
D	31	4	17	15	34	22	21	18	7	8	17	13	18	17	242
E												1	3	1	5
F		1	1		1			1							4
G	1				2		2	2							7
H					1	3									4
I			5	18	17	10	6	2							58
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

3. What train do you normally ride home?

A: Manassas Line

- | | |
|---------------|---------------|
| a) 11:20am/51 | b) 3:45pm/323 |
| c) 4:25pm/325 | d) 5:00pm/327 |
| e) 5:30pm/329 | f) 6:03pm/331 |
| g) 6:50pm/333 | h) 7:15pm/19 |

Count	Train #														
Q3A	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	79	19	243	280	342	261	156	101	9	3	7	6	6	5	1517
A														1	1
B			2						43	68	43	15	12	14	197
C						1		1	40	99	76	71	38	22	348
D					1				29	63	99	82	72	49	395
E	2	1	1		2	1			9	34	60	74	61	49	294
F						3			9	15	16	29	40	37	149
G									4	6	9	16	18	13	66
H										3		4	4	3	14
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

B: Fredericksburg Line

- | | |
|-----------------|---------------|
| a) 10:20am/79 | b) 3:05pm/95 |
| c) 3:38pm/301 | d) 4:05pm/303 |
| e) 4:40pm/305 | f) 5:15pm/307 |
| g) 5:40pm/93/99 | h) 5:55pm/307 |
| i) 6:40pm/309 | j) 8:20pm/85 |

Count	Train #														
Q3B	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	6	1	6	5	2	9	3	2	136	290	304	294	248	187	1493
B	2		10	4	6	2	1	1						1	27
C	3		48	44	24	10	2	10	2	1					144
D	5	3	78	74	72	27	13	9				1			282
E	11	3	50	83	81	64	23	11	2		1	1		1	331
F	12	2	35	45	85	76	42	19							316
G	24	5	5	7	15	12	10	6						1	85
H	13		9	13	42	44	38	25						1	185
I	4	4	2	5	17	21	23	18	2		5	1	3	2	107
J	1	2	3		1	1	1	1	1						11
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

4. What is the zip code for your final destination?

Not Included in Survey Results

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

Not Included in Survey Results

6. What type of ticket are you using today?
- a) Single Ride
 - b) Ten Trip
 - c) Monthly
 - d) Free Ride Certificate
 - e) TLC-Joint Venture VRE-Metro Fare Card

Count	Train #														
Q6	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	1		1	1	1		1		1	1	1		2		10
A	3		6	4	11	9	9	7	7	6	15	5	12	13	107
B	46	17	134	145	196	163	94	62	89	172	182	189	145	110	1744
C	25	3	84	113	117	82	45	26	37	103	92	92	77	59	955
D			3	6	5	4	2	5	2	4	3	2	4	5	45
E	6		18	11	15	8	5	2	7	5	17	9	11	6	120
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

7. 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 (such as Giant or 7-11)
 - d) From a transit store
 - e) Through the mail
 - f) From an Amtrak Ticket Vendor
 - g) On the internet

Count	Train #														
Q7	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	2		5	7	4	4	4		2	3	6	3	5	6	51
A	49	16	109	153	194	158	104	55	76	189	194	197	166	120	1780
B	3	1	30	21	36	23	8	18	10	11	15	16	13	8	213
C	6	3	55	53	60	43	24	16	24	45	40	34	28	33	464
D	8		36	36	39	28	13	8	24	33	40	35	24	21	345
E	3		7	3	7	2	1	1	3	4	8	5	7	3	54
F	10		4	6	4	7	2	3	4	4	7	5	5	2	63
G				1	1	1		1		2		2	3		11
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

8. If you tend to use ten-trip tickets, how long does it usually take you to use all the rides?

- a) 1 week b) 2 weeks c) 3 weeks
 d) 4 weeks e) 2 months f) 3 months
 g) 4 months h) other

Count	Train #														
Q8	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	24	2	71	87	108	68	42	30	38	80	91	81	73	59	854
A	30	9	103	121	146	112	73	33	60	132	138	121	101	71	1250
B	19	3	52	50	69	55	23	22	33	55	62	65	53	38	599
C	3	1	9	8	9	13	6	7	4	9	7	15	7	10	108
D	2	3	6	3	6	9	3	3	3	3	2	3	7	5	58
E	2	1		1	1	2		2	3	2	2	3	2	4	25
F			1	2	1			1		4	2	2	2	2	17
G		1	1			1	3	2			3	2	1	1	15
H	1		3	8	5	6	6	2	2	6	3	5	5	3	55
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

9. If you are using a monthly ticket, how many days per month do you ride?

- a) 10-12 b) 12-14 c) 14-16
 d) 16-18 e) 18-21 f) Every Day

Count	Train #														
Q9	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	46	16	126	149	181	162	90	68	94	166	185	183	146	115	1727
A			3	1	2		4			2	1		1	1	15
B			3			1	2		1	3		2	3	1	16
C	1		5	2	3					1	1		2	1	16
D	1		8	9	12	6	3	3	3	23	7	4	5	3	87
E	18	2	43	53	50	37	17	15	23	48	47	34	35	33	455
F	15	2	58	66	97	60	40	16	22	48	69	74	59	39	665
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

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

- a) Yes b) No

Count	Train #														
Q10	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	3		4	7	5	7	7		4	6	5	8	5	6	67
A	9	3	24	16	24	10	9	8	9	17	25	17	22	10	203
B	69	17	218	257	316	249	140	94	130	268	280	272	224	177	2711
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

11. If so, which station do you disembark the VRE to board Metro?

- a) Franconia/Springfield b) Alexandria

c) Crystal City
e) Union Station

d) L'Enfant

Count	Train #														
Q11	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	59	12	207	243	302	237	136	89	128	262	269	262	213	167	2586
A		4	5	10	10	5	2	1			2	2	1	1	43
B	4	1	3	4	6	4	3	2			3	2	3	3	38
C	1		9	7	8	2	1		6	10	7	6	2	2	61
D	7	1	12	8	12	14	8	8	6	13	21	18	23	13	164
E	10	2	10	8	7	4	6	2	3	6	8	7	9	7	89
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

12. 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

Count	Train #														
Q12	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	1		2		3		2		1	1	2		2		14
A	52	12	192	220	263	202	127	81	116	243	242	231	185	149	2315
B	8		17	31	20	24	3	2	5	11	12	13	13	6	165
C	17	4	24	21	40	25	16	13	12	26	33	38	40	21	330
D		2	3								1				6
E	3	2	8	8	7	4	3	4	9	10	16	10	8	16	108
G					11	10		1			3	4	3	1	33
H							1				1				2
K					1	1	4	1				1			8
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

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

- a) Less than 1/2 mile
- b) 1/2 - 2 miles
- c) 3-5 miles
- d) 6-10 miles
- e) 11 miles or more

Count	Train #														
Q13	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	4		10	5	3	7	7	2	10	9	6	3	8	4	78
A	2	2	8	17	10	10	12	5	7	18	22	21	15	21	170
B	17	8	46	32	71	47	40	22	68	134	112	122	100	81	900
C	23	1	65	87	76	67	39	27	25	79	92	88	61	47	777
D	13	5	74	94	120	88	37	28	14	32	47	35	45	23	655
E	22	4	43	45	65	47	21	18	19	19	31	28	22	17	401
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

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

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

Count	Train #														
Q14	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer			2		4	1	1		1	3	5	2	2		21
A	33	8	163	194	224	175	96	63	98	204	208	212	160	128	1966
B	1			2	1	2			2		4	1		1	14
C	4		1	1	2		3	1		1					13
D	32	11	45	53	64	52	42	26	28	39	61	56	66	44	619
E	7		15	16	28	26	10	10	6	24	18	18	20	15	213
F	3		18	11	18	9	4	2	7	14	11	6	3	5	111
G	1	1	2	3	4	1			1	6	3	2			24
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

15. How long will it take to reach your final destination?

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

Count	Train #														
Q15	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	2		3	2	4		2	1	1	3	4	3	3	4	32
A	12	4	53	88	70	74	41	30	41	88	73	100	53	50	777
B	17	5	92	85	115	80	42	31	41	115	116	96	87	64	986
C	23	4	48	61	75	66	31	22	34	60	71	64	58	42	659
D	13	1	22	19	42	23	22	10	13	14	23	17	25	22	266
E	14	6	28	25	39	23	18	8	13	11	23	17	25	11	261
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

16. What method of transportation do you rely on most to get to work on the days you do not ride the VRE?

- a) Don't use any other mode
- b) Drive alone c) Carpool
- d) Vanpool e) Car and Metrorail
- f) Bus g) Bus and Metrorail
- h) "Slug" i) Other

Count	Train #														
Q16	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	5		7		5	3	1	1	1	2	2	1	2	1	31
A	16	2	66	73	87	55	44	19	26	63	59	60	38	30	638
B	38	13	126	146	150	125	69	48	72	102	126	96	101	78	1290
C	8		9	12	20	20	10	3	4	15	17	16	10	11	155
D		1		3	1	2		1		1	2			2	13
E	7	2	26	30	63	47	25	24	29	90	89	104	87	63	686
F	2	1	3		5	1	2	1	4	4	2	6	2		33
G	1	1	2	4	3	2		1	3	10	8	11	7	5	58
H	1		5	7	8	7	1	2	1		2	1	2	1	38
I	3		2	5	3	4	4	2	3	4	3	2	2	2	39
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

17. 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 VRE
- i) Other

Count	Train #														
Q17	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	7		5	5	10	10	3	1	1	5	2	1	5	6	61
A	33	7	90	94	128	95	56	39	62	88	115	99	102	75	1083
B	11		29	31	39	26	9	6	18	37	46	36	21	13	322
C	5	3	25	29	27	10	7	5	6	16	12	10	6	7	168
D	3	2	9	21	29	33	17	14	23	50	60	66	54	45	426
E	6	3	23	15	18	13	11	5	7	11	9	8	6	4	139
F	1		8	5	7	3	1	5	8	16	19	19	17	15	124
G	1		7	4	8	5	1	7		1	6	5	1	5	51
H	11	3	48	73	74	62	46	20	14	65	38	48	33	19	554
I	3	2	2	3	5	9	5		4	2	3	5	6	4	53
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

18. What are your work hours: (Choose the one closest to your work start) Start time (AM)

- a) 6:00-6:15
- b) 6:16-6:30
- c) 6:31-6:45
- d) 6:46-7:00
- e) 7:01-7:15
- f) 7:16-7:30
- g) 7:31-7:45
- h) 7:46-8:00
- i) 8:01-8:15
- j) 8:16-8:30
- k) 8:31-8:45
- l) 8:46-9:00
- m) 9:01-9:15
- n) After 9:30

Count	Train #														
Q18	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer			2	3	3	2	3	2	1	1	3	2	3	3	28
A			4	2	2	1		1	19	3	1				33
B			43	8	3				53	7	3	2	1	1	121
C		1	71	10	5			2	31	10	8		1	4	143
D			60	33	15	4		2	12	92	16	3	6	1	244
E		2	42	106	15	8	1	5	15	114	19	9	9	5	350
F			9	59	23	11	3	2	5	29	36	15	5	2	199
G	3		5	27	41	11	6	4	3	6	106	26	7	2	247
H	8	1	5	13	112	16	8	1	2	11	55	68	19	9	328
I	21	1	2	8	76	42	8	5		11	39	101	28	13	355
J	25	2	3	5	33	68	22	11	2	3	14	45	37	16	286
K	14	5		3	8	53	27	8		2	5	16	53	35	229
L	8	3		3	7	36	55	13		2	3	6	53	54	243
M	2	1			2	14	22	38			2	4	27	46	158
N		4					1	8					2	2	17
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

19. End Time (PM)

- a) Before 2:00 pm b) 2:00-2:30 c) 2:31-2:45
d) 2:46-3:00 e) 3:01-3:15 f) 3:16-3:30
g) 3:31-3:45 h) 3:46-4:00 i) 4:01-4:15
j) 4:16-4:30 k) 4:31-4:45 l) 4:46-5:00
m) 5:01-5:15 n) 5:15-5:30 o) 5:31-5:45
p) 5:46-6:00 q) 6:01-6:15 r) 6:16-6:30
s) 6:31-6:45 t) 6:46-7:00 u) 7:01-7:15
v) 7:16-7:30 w) 7:31-7:45 x) 7:46-8:00
y) After 8:00

Count	Train #														
Q19	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer			2	3	3	3	3	3	2	1	3	2	3	6	34
A					1	1				1					3
B			1		1				1	1					4
C			3		1				1						5
D	1		5	1	1			2	1	2			1		14
E			4	1	2				2	1			1		11
F	1		34	17	6	3		2	12	13	4		2	1	95
G	1		30	32	14	4	4	5	16	28	12	3	6	4	159
H	4		31	43	31	7	2	4	27	39	20	9	7	9	233
I	3	2	39	44	51	12	4	4	27	40	38	17	8	3	292
J	5	1	30	17	40	20	7	2	13	51	51	53	15	11	316
K	8	2	17	49	47	26	13	4	5	32	36	32	16	7	294
L	11	2	10	27	34	47	15	3	9	26	38	28	33	23	306
M	26	5	21	21	45	49	24	11	8	22	60	57	64	29	442
N	5	1	5	13	26	35	28	11	8	15	24	36	26	30	263
O	9	1	7	3	20	16	21	16	5	9	10	31	30	26	204
P	4	1	3	3	8	24	16	13	1	4	4	7	16	19	123
Q		2	2	1	6	8	9	7	2	1	6	4	7	12	67
R	1		1	2	3	3	5	7		2		8	3	7	42
S	1			1	3	5	4	4	1		1	6	7	3	36
T		1		1	1	1		1	1	2	2	1	2	3	16
U			1		1	1		2		1		1	2		9
V		2					1	1			1	1	2		8
W												1			1
X				1											1
Y	1					1			1						3
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

20. Do you have "flex time"?

a) Yes

b) No

Count	Train #														
Q20	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	1		2	1	6	7	2	2	2	2	6	3	2	5	41
A	30	10	138	140	159	114	68	46	92	172	177	149	109	107	1511
B	50	10	106	139	180	145	86	54	49	117	127	145	140	81	1429
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

21. Do you have early quit?

a) Yes

b) No

Count	Train #														
Q21	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	5	2	25	23	22	20	7	7	13	19	23	23	11	16	216
A	11	6	60	61	85	70	41	21	33	60	76	60	60	53	697
B	65	12	161	196	238	176	108	74	97	212	211	214	180	124	2068
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

22. What are your flex hours?

a) Four 9-hour days

b) No Fridays

c) 9 out of 10 days

d) Other

Count	Train #														
Q22	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	51	10	115	136	184	153	91	57	53	121	128	158	148	94	1499
A	2	1	28	16	19	7	9	4	16	20	14	18	11	12	177
B	2		8	2	4	6	1	1	6	6	9	2	4	4	55
C	8	1	42	59	35	24	11	6	32	67	72	43	15	16	431
D	18	8	53	67	103	76	44	34	36	77	87	76	73	67	819
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

23. If you have flex time, does it include Saturdays?

a) Yes

b) No

Count	Train #														
Q23	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	45	10	93	129	173	136	80	54	52	112	123	140	140	82	1369
A	4	2	13	13	24	12	6	7	4	7	9	17	14	14	146
B	32	8	140	138	148	118	70	41	87	172	178	140	97	97	1466
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

24. Please mark all the holidays that your office is open and you actually go to the office:

- a) Martin Luther King Day
- b) Presidents' Day
- c) Columbus Day
- d) Veteran's Day
- e) Day after Thanksgiving
- f) Christmas Eve

Count	Train #														
Q24	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	29	5	39	42	75	53	24	24	20	47	60	54	51	34	557
B	28	4	33	39	66	48	28	22	19	38	54	44	47	27	497
C	32	5	51	49	90	78	37	28	21	57	70	60	77	47	702
D	32	3	41	43	82	66	38	26	17	49	66	56	64	38	621
E	19	8	98	114	116	84	41	36	50	116	124	98	77	60	1041
F	26	7	87	101	123	85	46	39	49	98	122	93	92	56	1024

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

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

Count	Train #														
Q25	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	8	3	33	27	34	29	20	17	16	37	31	31	40	22	348
A	1		4	3	4	2	4	2		1	7	9	2	3	42
B			3			6	2			2		1		2	16
C	1	1	1	2	3	5	2	7	2	3	4	6	5	2	44
D	3	3	23	18	7	13	12	5	10	11	18	12	12	5	152
E	68	13	182	230	297	211	116	71	115	237	250	238	192	159	2379
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

26. How many days do you normally ride VRE?

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

Count	Train #														
Q26	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	2		3	1	3	5	3	2	1	6	2	2	3	1	34
A	2		2	3	4	5	4	2		3	5	1	6	3	40
B	5		6	3	2	8	3	4	7	2	6	8	10	10	74
C	8	3	10	7	16	24	11	11	9	10	19	18	19	12	177
D	12	5	51	53	48	36	25	16	33	44	45	55	36	30	489
E	48	10	170	209	263	182	100	59	90	221	218	205	170	126	2071
F	1	2	3	2	5	1	4	5	3	3	6	4	3	8	50
G	2		1	2	3	4	3	2		2	5	3	3	2	32
H	1				1	1	3	1			4	1	1	1	14
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

27. Does this number include Fridays?

- a) Yes b) No

Count	Train #														
Q27	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	5	2	10	10	12	8	7	4	2	7	12	7	6	8	100
A	73	17	219	260	319	242	133	89	127	273	281	275	231	174	2713
B	3	1	17	10	14	16	16	9	14	11	17	15	14	11	168
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

28. We are considering adding mid-day on the Manassas Line in the fall.
 What time would you like to see a train leave Union Station?

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

Count	Train #															
Q28	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
No Answer	77	18	225	259	311	241	138	92	13	14	22	18	18	13	1459	
A		1	4	2	9	1	3	2	13	32	27	28	21	20	163	
B		1	5		9	6	3	1	29	61	46	38	14	19	232	
C			5	3	5	4	4	3	26	68	72	61	50	33	334	
D	2		3	9	5	4	4	1	29	50	71	64	77	51	370	
E	1			5	3	4	2	1	15	19	31	35	23	20	159	
F	1		1	2	2	5		2	10	22	26	23	26	21	141	
G			3		1	1	2		8	25	15	30	22	16	123	
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981	

29. How often would you use a mid-day Manassas train?

- a) Daily
- b) 2-3 times per week
- c) Once a week
- d) 2-3 times per month
- e) Once a month or less

Count	Train #															
Q29	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
No Answer	76	19	230	266	318	247	139	89	11	8	12	11	11	7	1444	
A			2	2	2	1	1		1	1	3	2	6	1	22	
B	1					1			5	10	6	4	7	9	43	
C			3	2	4	2		1	22	48	54	56	40	35	267	
D			4	1	4	2	9	2	48	108	99	88	75	65	505	
E	4	1	7	9	17	13	7	10	56	116	136	136	112	76	700	
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981	

30. What time should the earliest train to either Fredericksburg or Manassas leave Union Station everyday (except Friday)?

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

Count	Train #															
Q30	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
No Answer	16	3	29	22	38	25	23	16	14	20	32	28	29	25	320	
A	2	6	14	23	26	18	9	3	4	11	18	17	15	15	181	
B	7		15	15	24	9	14	6	6	16	19	13	12	14	170	
C	5		21	25	24	14	3	8	6	19	26	17	13	7	188	
D	11		16	22	33	24	21	11	11	15	23	16	21	18	242	
E	5	2	14	14	25	20	6	9	11	11	10	16	11	11	165	
F	8	1	11	22	18	25	16	12	10	15	22	17	13	19	209	
G	11	4	42	46	62	66	34	19	21	49	50	54	61	27	546	
H	16	4	84	91	95	65	30	18	60	135	110	119	76	57	960	
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981	

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

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

Count	Train #															
Q31	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
No Answer	11	1	24	14	38	26	23	11	10	18	21	19	30	21	267	
A	4	4	35	37	49	39	14	7	11	33	33	31	19	19	335	
B	7	6	23	32	42	20	15	12	18	42	38	21	17	11	304	
C	8		32	40	52	34	15	11	30	49	55	56	32	18	432	
D	17	2	42	47	57	43	26	22	19	34	58	46	52	40	505	
E	7	1	25	22	31	30	23	8	10	26	23	28	28	22	284	
F	13	1	21	33	26	29	17	17	16	30	29	43	36	27	338	
G	9	3	30	39	31	32	18	8	17	39	32	34	28	26	346	
H	5	2	14	16	19	13	5	6	12	20	21	19	9	9	170	
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981	

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

- a) Yes b) No

Count	Train #														
Q32	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	5		6	8	8	8	4	1	4	12	9	7	13	8	93
A	11	1	18	28	36	31	15	7	5	5	11	8	13	10	199
B	65	19	222	244	301	227	137	94	134	274	290	282	225	175	2689
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

33. Have you ever used VRE to sightsee?

- a) Yes b) No

Count	Train #														
Q33	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer			4	3	4	2	3	1	1	2	3	2	5	2	32
A	21	6	49	60	68	65	34	27	24	69	53	53	48	29	606
B	60	14	193	217	273	199	119	74	118	220	254	242	198	162	2343
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

34. Have you ever encouraged an out of town guest or non-rider to use VRE to sightsee?

- a) Yes b) No

Count	Train #														
Q34	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer			4	4	2	3	2	1	3	2	5	2	4	3	35
A	50	13	144	174	217	166	98	65	71	180	145	164	152	112	1751
B	31	7	98	102	126	97	56	36	69	109	160	131	95	78	1195
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

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

- a) Yes b) No

Count	Train #														
Q35	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	4	1	12	6	6	6	3	2	3	5	5	3	7	5	68
A	40	6	112	126	152	119	58	31	61	134	138	118	98	60	1253
B	37	13	122	148	187	141	95	69	79	152	167	176	146	128	1660
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

36. Have you ever viewed VRE's website?

- a) Yes b) No

Count	Train #														
Q36	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	2		7	5	6	3	3	2	3	5	6	4	6	5	57
A	57	11	174	217	249	198	112	66	103	236	220	225	171	137	2176
B	22	9	65	58	90	65	41	34	37	50	84	68	74	51	748
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

37. Have you used the FREE Guaranteed Ride Home Program offered by the Council of Governments (COG)?

a) Yes

b) No

Count	Train #														
Q37	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	3	1	10	5	5	4	8	1	1	4	4	5	7	5	63
A	3		13	19	36	23	15	8	11	36	34	32	27	30	287
B	75	19	223	256	304	239	133	93	131	251	272	260	217	158	2631
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

38. If yes, rate your level of satisfaction with COG service received?
(1 being not satisfied - 10 being totally satisfied)

1 2 3 4 5 6 7 8 9 10

Count	Train #														
Q38	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	76	19	220	248	299	235	138	89	125	250	266	256	216	156	2593
1			2	4	1	3	2	3		3	3	1	1	4	27
2						1						1	3	1	6
3						3	1			2	2				8
4			1	2	4		2	1	1		2	2	1	2	18
5	1		1	4	3		3	1			5	2	1	2	23
6			3	2	4	1		2		1	1	1	3	2	20
7			5	4	5	1	1	1	1	3	5	1		4	31
8	1		6	4	6	4	1	2	4	6	5	8	13	7	67
9	2		1	2	3	9	2		6	7	7	9	4	5	57
10	1	1	7	10	20	9	6	3	6	19	14	16	9	10	131
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

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

a) Yes

b) No

Count	Train #														
Q39	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	2		8	6	9	7	4	4	2	4	4	3	8	8	69
A	9	1	75	114	96	58	40	18	38	92	78	78	59	44	800
B	70	19	163	160	240	201	112	80	103	195	228	216	184	141	2112
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

40. 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

Count	Train #														
Q40	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	71	19	170	165	247	204	114	84	107	200	230	219	194	147	2171
1			3	2		4	1	1	1	4	6	5		1	28
2			3	2	1				1	4	3	1	2		17
3			3	1			2	1	3	5	1	2	2	1	21
4			2	2	3	1		1		3	2	4	2	1	21
5	2		2	2	10	4	1		2	9	3	7	5	11	58
6			4	6	3		2	1	4	4	1	4	2	3	34
7	1		6	9	13	10		2	2	7	11	11	3	8	83
8	5		12	28	22	5	11	2	7	22	22	15	12	11	174
9	2		9	24	17	8	9	3	9	18	14	10	8	5	136
10		1	32	39	29	30	16	7	7	15	17	19	21	5	238
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

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

a) Yes

b) No

Count	Train #														
Q41	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	9	1	10	12	16	8	6	6	4	8	12	7	15	10	124
A	58	16	215	244	289	237	131	85	124	243	268	264	221	162	2557
B	14	3	21	24	40	21	19	11	15	40	30	26	15	21	300
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

42. Do you

- a) own your home/townhouse/condo
- b) rent a home/townhouse/condo/apartment/room

Count	Train #														
Q42	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	3	1	8	9	9	5	9	4	5	1	7	7	12	4	84
A	61	14	205	233	276	215	122	69	126	258	270	254	194	154	2451
B	17	5	33	38	60	46	25	29	12	32	33	36	45	35	446
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

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

- a) Major consideration
- b) Some consideration
- c) No consideration
- d) I did not know about the VRE when I purchased my home

Count	Train #														
Q43	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	2		6	8	8	9	4	2	2	6	5	7	11	6	76
A	18	5	69	106	107	86	54	29	25	84	77	98	71	52	881
B	14	6	39	49	68	47	29	26	27	57	55	50	47	34	548
C	33	7	89	79	115	78	48	30	51	82	118	87	68	54	939
D	14	2	43	38	47	46	21	15	38	62	55	55	54	47	537
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

44. Which radio station do you listen to most often in the morning?

- a) WAMU FM/88.5
- b) WARW FM/94.7
- c) WASH FM/97.1
- d) WAVA FM/105.1
- e) WBIG FM/100.3
- f) WBQB FM/101.5
- g) WCSP FM/90.1
- h) WETA FM/90.9
- i) WFLS FM/93.3
- j) WFMD AM
- k) WFRE FM/99.9
- l) WFVA AM
- m) WGAY FM/99.5
- n) WGMS FM/103.5
- o) WHFS FM/99.1
- p) WHUR FM/96.3
- q) WINC FM/92.5
- r) WJFK FM/106.7
- s) WJYJ FM
- t) WJZW FM/105.9
- u) WKYS FM/93.9
- v) WKSQ FM/93.9
- w) WMAL AM/630
- x) WMMJ FM/102.3
- y) WMZQ FM/98.7
- z) WPFW FM
- aa) WPGC FM/95.5
- bb) WPLC/94.3
- cc) WQBQ FM/100.3
- dd) WRQX FM/107.3
- ee) WTEM AM/980
- ff) WTOP AM or FM
- gg) WWDC FM/101.1
- hh) WWRC AM/570
- ii) WWZZ FM/104.1
- jj) Other

Count	Train #														
Q44	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	16	2	42	27	31	33	25	13	17	23	23	24	37	23	336
A	4	2	10	14	22	17	12	9	7	18	23	28	27	22	215
B			5	2	12	7	3	5	7	14	9	15	8	4	91
C	1		7	11	12	9	3	4	6	22	14	17	10	5	121
D			5	4	8	1	3	2	3	2	10	7	7	4	56
E	3		15	7	15	9	3	3	13	18	21	12	17	6	142
F	9	4	11	30	26	20	12	5	1	2	3	1	1		125
G			2	1	1	2				1	1	1		1	10
H	2	1	7	3	9	7	5	4	1	14	12	6	9	4	84
I	7	1	29	42	36	16	13	7	3	3	3	2	2		164
J	1		1		1					1					4
K			1				1			2	1				5
L			2	1	2	2	3								10
M			4	1	5		2		3	9	2	5	4	2	37
N	3		7	5	5	13	2	5	3	13	14	15	5	4	94
O		1	1	5	4	6	4	5	4	7	7	5	5	15	69
P	2		11	9	16	10	4	6	2	3	10	4	2	8	87
Q				1					2	1	2	3	2	1	12
R	5		2	6	16	15	9	4		7	13	15	19	10	121
S			2	2			2				1				7
T	1		7	18	10	14	6	3	4	5	5	7	7	6	93
U	1		2		7	2	1					2	1	3	19
V			1			1	1	1	1			1			6
W			2	2	10	4	2		12	31	34	19	14	14	144
X				1	1	2			1	1			1		7
Y	1	1	11	5	15	8	6	3	11	31	27	17	8	13	157
Z					2	1				1					4
AA	1	1	1	2	7	2	1	2		2	1	2	1	1	24
CC			1	3	5	3	1		1	2	5	4	3	1	29
DD	4		6	8	11	11	9	3	6	11	16	21	15	9	130
EE		1	2		1	3			2	1	3	5	2	4	24
FF	4	5	25	39	25	15	6	9	20	36	31	27	20	21	283
GG	1		1	4	3	7	3	1	6	2	5	12	5	3	53
HH					1						1	1			3
II	4		2	6	5	10	4	3	2	2	2	2	4	4	50
JJ	11	1	21	21	19	15	10	5	5	6	10	17	12	5	158
BB					2	1					1		3		7
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

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

- | | | |
|------------------------|-------------|------------------|
| a) 11 | b) 12/NBC | c) 17 |
| d) 20/UPN | e) 21 | f) 22 |
| g) 26 | h) 27 | i) 29 |
| j) 30 | k) 32 | l) 35 |
| m) 39 | n) 4/NBC4 | o) 41 |
| p) 5/FOX | q) 6 | r) 7/WJLA |
| s) 8/News Channel 8 | t) 9/WUSA | u) CNBC |
| v) CNN | w) Internet | x) MSNBC |
| y) None, just internet | z) Other | aa) Satellite TV |
| bb) Weather Channel | cc) WGN | |

Count	Train #															
Q45	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
No Answer	7	2	11	17	16	21	10	1	15	18	17	12	14	10	171	
A	1		1	3							1				6	
B	2	2	9	6	17	12	3	6	4	6	10	6	3	7	93	
C			1								1				2	
D			1			1					1		1		4	
E											1	1	1	1	4	
F			1						4		1				6	
G			1							1	2				4	
H			3										2		5	
J					1						1				2	
M	1			1	2		1								5	
N	28	8	60	67	81	68	44	23	42	89	92	92	85	61	840	
O			2	3		1		1					1		8	
P	10	2	20	31	39	37	33	16	6	32	39	39	33	38	375	
Q	1	1	1	1	4	1	1	1			1				12	
R	2	1	29	32	32	28	7	14	14	36	34	39	35	23	326	
S	3	1	4	6	15	13	1	6	8	13	17	15	14	6	122	
T	11	2	38	49	62	34	20	13	28	46	38	44	23	24	432	
TT											1				1	
U			3	1		2					1	2			9	
V	3		7	2	3	5	5	2		4	6	2	2	1	42	
W	1		1	3	3				1	3	3	2			17	
X											1				1	
Y	3		18	17	17	12	8	11	4	13	14	12	7	9	145	
Z		1	7	7	4	9	7	1	4	4	3	4	5		56	
AA	2		4	10	14	3	2	3	1	6	7	6	5	3	66	
BB	6		24	24	35	19	14	4	12	20	18	21	20	10	227	
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981	

46. How long have you been riding VRE?

- a) Less than 6 months b) 6 months to 1 year
- c) 1-2 years d) 3 years
- e) 4+ years f) 5+ years
- g) Since the start of service in mid 1992

Count	Train #														
Q46	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	2		6	3	3	6	3	1	2	3	4	1	2	2	38
A	19	2	29	48	77	46	28	17	23	42	71	57	62	39	560
B	15	4	39	34	38	30	18	12	16	38	43	35	35	25	382
C	13	2	49	56	62	52	24	19	28	68	55	58	34	48	568
D	9	5	27	26	46	34	26	11	13	41	37	37	37	20	369
E	7	2	36	33	27	24	13	8	19	33	31	30	22	19	304
F	4	2	27	46	48	34	21	16	16	29	37	36	28	16	360
G	12	3	33	34	44	40	23	18	26	37	32	43	31	24	400
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

47. If you have been riding VRE for less than six months, which of the following influenced your decision to try VRE for the first time (check all that apply)?

- a) Mixing Bowl Construction
- b) Recommended by a friend
- c) Expanded service
- d) Metrocheck
- e) New job
- f) New home
- g) Newspaper ad
- h) Radio commercial
- i) Guaranteed Ride Home
- j) Joint service with Amtrak
- k) Free bus transfers at Alexandria, Crystal City, Springfield
- l) FREE Feeder bus at Rippon, Manassas, Woodbridge
- m) Reverse transfers to MARC
- n) Other

Count	Train #														
Q47	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	4	1	15	26	28	13	10	4	1	6	11	4	7	5	135
B		1	5	12	18	10	10	5	2	10	16	17	12	12	130
C	1			6	4	1	1		1	1	2	2	4		23
D	2	1	3	3	6	4	2	2		3	1	5	2	1	35
E	9	1	31	27	53	34	15	8	16	27	45	35	45	27	373
F	9		10	14	18	15	9	3	4	11	19	15	18	6	151
G				1								1	1		3
H					1	1		1			2	1			6
I			5	7	2	5	2	2	1	3	4	5	3	3	42
J	7	1	4	3	4	4	2	2		1	1	1	1		31
K			1	1	1	2	1			1		1			8
L		1			1	1				1		1			5
M										2					2
N	5	1	4	10	21	5	9	5	9	8	16	13	19	9	134

48. Have you recently (within the past year) returned to riding VRE after an absence of more than 3 months?

- a) Yes
- b) No

Count	Train #														
Q48	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	12	6	44	44	45	51	20	12	15	41	33	41	31	22	417
A	11	3	25	24	30	21	16	11	21	25	31	27	30	25	300
B	58	11	177	212	270	194	120	79	107	225	246	229	190	146	2264
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

49. If you are a regular rider, what influences your decision to stay (check all that apply)?

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

Count	Train #															
Q49	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	8	2	41	37	45	37	20	18	26	51	47	54	51	35	472	
B	64	16	199	240	297	213	125	85	117	251	253	253	217	162	2492	
C	7	4	71	59	73	56	33	20	39	96	79	96	90	53	776	
D	34	12	145	168	202	152	96	57	101	202	201	205	175	132	1882	
E	20	6	94	97	105	86	50	36	65	133	98	133	118	61	1102	
F	20	5	81	69	69	64	42	20	34	83	73	83	87	53	783	
G	14	6	64	69	76	55	41	32	43	114	111	133	118	90	966	

50. 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

Count	Train #															
Q50	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
No Answer	2		8	5	4	7	4	3	2	5	8	5	5	3	61	
A	24	9	123	138	142	104	58	39	73	156	153	143	101	94	1357	
B	1		33	46	27	20	8	8	20	36	34	20	8	4	265	
C	35	7	71	73	134	98	55	32	43	80	88	98	92	64	970	
D	11	2	3	10	17	21	17	12	2	7	16	19	26	16	179	
E	2	1	2	3	6	7	3	3	1	1	4	7	5	6	51	
F	6		6	5	14	9	10	5	2	6	7	5	13	4	92	
G		1					1								2	
H					1								1	2	4	
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981	

51. Are you familiar with the pre-tax transit benefit known as Metrochek?

- a) Yes b) No

Count	Train #														
Q51	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer			9	2	4	4	4	3	3	6	8	7	2	4	56
A	57	12	186	218	265	193	120	68	108	224	235	237	198	144	2265
B	24	8	51	60	76	69	32	31	32	61	67	53	51	45	660
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

52. Does your employer provide the following (circle all that apply):

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

Count	Train #														
Q52	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	24	7	109	101	114	84	60	27	55	114	111	117	82	69	1074
B	4	1	13	14	20	11	12	5	11	16	16	16	14	8	161
C	18	4	26	29	52	41	27	13	17	33	47	48	30	33	418
D	8	2	11	14	24	15	11	4	10	17	22	23	19	21	201

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

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

Count	Train #														
Q53	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	1		5	2	4	11	3	4	3	3	6	4	3	4	53
A	5		15	35	25	18	11	5	10	16	24	18	21	15	218
B	16	9	29	43	41	34	14	20	10	32	35	34	22	19	358
C	59	11	197	200	275	203	128	73	120	240	245	241	205	155	2352
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

THE FOLLOWING ARE FOR STATISTICAL PURPOSES ONLY

54. Are you

a) Male

b) Female

Count	Train #														
Q54	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer			7	3	6	6	3	2	6	4	4	5	1	2	49
A	38	12	168	185	200	164	80	55	105	199	201	184	150	113	1854
B	43	8	71	92	139	96	73	45	32	88	105	108	100	78	1078
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

55. What is your age?

a) Under 18

b) 18-24

c) 25-34

d) 35-44

e) 45-54

f) 55-64

g) 65+

Count	Train #														
Q55	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	2	2	14	10	18	13	7	7	9	11	10	12	6	5	126
A					1		1								2
B	6	1	3	5	15	8	14	6	1	6	12	15	20	13	125
C	13	3	21	38	50	65	35	18	15	31	37	54	50	45	475
D	20	9	73	91	96	69	47	41	34	90	80	77	79	59	865
E	29	4	91	104	126	78	39	22	61	117	118	100	68	55	1012
F	10	1	40	30	37	31	11	7	23	29	50	39	25	13	346
G	1		4	2	2	2	2	1		7	3		3	3	30
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

56. 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+

Count	Train #														
Q56	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	5		22	12	19	16	16	5	11	20	20	15	14	6	181
A	1	1	2	2	10	4	5	3	1	5	5	7	9	5	60
B	14	3	28	26	51	33	17	22	10	20	19	23	24	25	315
C	19	5	66	55	82	64	42	21	33	60	52	63	53	51	666
D	17	3	62	88	77	76	37	22	42	83	85	74	57	36	759
E	15	4	47	56	63	42	24	15	22	59	66	61	40	34	548
F	10	4	19	41	43	31	15	14	24	44	63	54	54	36	452
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

57. How many children live at home?

- a) None
- d) 3
- g) 6+

- b) 1
- e) 4

- c) 2
- f) 5

Count	Train #														
Q57	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	1		13	7	6	7	6	4	7	4	6	6	5	4	76
A	43	11	109	130	164	131	83	45	70	134	138	146	117	100	1421
B	6	2	58	55	82	49	17	25	27	61	67	67	58	34	608
C	22	4	50	56	65	55	35	17	20	62	69	53	50	39	597
D	9	2	13	27	17	21	12	9	13	24	25	21	13	11	217
E		1	2	3	7	2	3	1	5	6	5	1	6	4	46
F			1	1	2	1						3	2	1	11
G				1	2			1	1						5
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

58. Do you have children in daycare?

- a) Yes
- b) No

Count	Train #														
Q58	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	2		20	16	11	15	11	5	12	8	18	11	11	5	145
A	9	6	22	15	36	32	17	15	8	24	29	34	41	23	311
B	70	14	204	249	298	219	128	82	123	259	263	252	199	165	2525
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

59. Do you have children in elementary school?

- a) Yes
- b) No

Count	Train #														
Q59	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	3		25	19	17	19	11	5	13	9	18	14	11	8	172
A	14	7	55	51	74	48	27	23	23	70	53	60	56	42	603
B	64	13	166	210	254	199	118	74	107	212	239	223	184	143	2206
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

60. Is your commuting decision affected by daycare needs?

a) Yes

b) No

Count	Train #														
Q60	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	6		21	23	23	25	12	8	13	12	21	13	13	10	200
A	5	3	13	14	27	23	11	11	6	17	25	29	32	23	239
B	70	17	212	243	295	218	133	83	124	262	264	255	206	160	2542
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

61. How many cars do you own?

a) None

b) 1

c) 2

d) 3

e) 4

Count	Train #														
Q61	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	1		13	5	8	10	8	2	7	4	7	6	5	2	78
A			1	3	8	7	3	3	2	1	5	7	8	4	52
B	21	7	47	40	70	55	43	33	28	56	57	68	66	61	652
C	33	9	114	156	187	126	66	43	67	172	159	158	137	99	1526
D	15	4	50	48	51	52	25	18	31	43	62	48	29	23	499
E	11		21	28	21	16	11	3	8	15	20	10	6	4	174
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

62. Ethnic origin (optional)?

a) Caucasian

b) African American

c) Asian

d) Hispanic

e) American Indian

f) Other

Count	Train #														
Q62	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	6	1	27	21	26	24	13	5	11	15	14	16	20	10	209
A	63	14	184	224	259	199	120	82	112	247	262	246	206	151	2369
B	5	3	20	23	43	25	12	10	8	15	14	13	9	19	219
C	4		3	2	3	3	2	1	3	5	11	11	3	6	57
D	3	1	7	3	8	7	6		5	6	5	6	7	3	67
E		1	2	2	2	1	1	4	1	1	2	2	1	1	21
F			3	5	4	7	2		3	2	2	3	5	3	39
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

63. Are you?

a) Married
c)

b) Single
d) Widowed/Divorced

Count	Train #														
Q63	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
No Answer	2		16	4	10	9	11	3	7	7	7	8	4	2	90
A	58	18	187	225	255	181	95	63	109	238	252	217	176	121	2195
B	16	1	27	34	47	42	33	23	17	28	33	46	54	48	449
C	2		2	3	5	2	1	2	2	2	3		2	5	31
D	3	1	14	14	28	32	16	11	8	16	15	26	15	17	216
Grand Total	81	20	246	280	345	266	156	102	143	291	310	297	251	193	2981

Comments:

Comment #	Comment
1	Positive Comments
2	Add trains/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	Fredericksburg parking
10	Feeder bus questions
11	Car temps 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 problems
27	Fredericksburg concerns
28	Cars too crowded
29	Amtrak complaints
30	Survey too long
31	Horn/whistle too loud
32	Station parking problems
33	Improve Rippon station access
34	Homeless/panhandling at L'Enfant station
35	Laptop connections/tables
36	Passengers hogging seats
37	Metrochek problems
38	Manassas parking situation
40	Other comments

Count	Train #														
Comment #	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
1	8	2	25	20	31	29	17	10	6	22	28	29	30	25	282
2	6	1	13	11	23	18	10	7	4	25	11	20	24	13	186
3	3		1	2	4	1	1	3		1				1	17
4				3	2	1	1	1	2	7	8	11	8	4	48
5				1								1			2
6			2	5	1	3			2	4	5	5	5	2	34
7				1	1	3	1								6
8	1				1	3				2		1		1	9
9	5		1	1	6	9	4	1							27
10	1	1	5	2	2	3	1	4	1	3	5	1	3	1	33
11			2		4	1	1		1	2			1	1	13
12	2		10	3	7	2	1	1	2	4	13	1	1	1	48
13	1		2	1	1						2				7
14	9	2	14	30	26	38	13	10	4	14	16	29	19	9	233
15	1	1	17	8	12	10	7	6	4	10	11	8	2	7	104
16	1		2	3	1	1	3	2		1	2	3	2	1	22
17	8		4	7	13	7	3	1	2	4	20	7	4	5	85
18			2	1	2					2	3	2	1		13
19	14	2	15	13	18	10	9	4	5	10	14	7	15	6	142
20	1		1			2	3				5	3	3	2	20
21			1	2	2	2	1			1	2	1		1	13
22			2	5	1	2				3	1	2	2	2	20
23	6	1	2	5	6	1	2		2	2	2	6	4	3	42
24				1									2		3
25	2		6	4	7	3	2	1	2	8	6	4		2	47
26	1		7	5	9	7	5	1	1	3	5	8	11	4	67
27	7	1	1												9
28	1		2	3	22	11	4	4	2	4	3	4	7	1	68
29			1	4	4	6	6	1		2	2	2	3	1	32
30				1	2	1		1	1	1	3	2	1		13
31									1	2	2	3	1		9
32			2	1	1		1				2	1		3	11
33					2	1	2								5
34					2				1		2				5
35	1		1				1			1	2		1		7
36			1		8	6			2		2	5		1	25
37			1	4	2	6				1		5	7	1	27
38									1	3	2	2	3	2	13
40			3	1	13	7	2	3	3	6	9	2	9	1	59
Grand Total	79	11	146	148	236	194	101	61	49	148	188	175	169	101	1806

GRADED ITEMS

Key:

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

CUSTOMER SERVICE:

1) Responsiveness of VRE Staff

Count	Train #														
G1	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	23	7	112	127	124	100	54	39	65	121	128	118	123	92	1233
B	31	11	88	103	137	95	58	39	46	105	107	101	79	55	1055
C	11		19	21	33	26	11	11	11	28	20	25	19	11	246
D	5		2	3	11	9	1		3	8	6	6		1	55
F	1				2	1	4		3		7	3		3	24
N	1	1	5	5	15	8	8	2	3	8	13	11	10	5	95
Grand Total	72	19	226	259	322	239	136	91	131	270	281	264	231	167	2708

Count	Train #														
G1	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	32%	37%	50%	49%	39%	42%	40%	43%	50%	45%	46%	45%	53%	55%	46%
B	43%	58%	39%	40%	43%	40%	43%	43%	35%	39%	38%	38%	34%	33%	39%
C	15%	0%	8%	8%	10%	11%	8%	12%	8%	10%	7%	9%	8%	7%	9%
D	7%	0%	1%	1%	3%	4%	1%	0%	2%	3%	2%	2%	0%	1%	2%
F	1%	0%	0%	0%	1%	0%	3%	0%	2%	0%	2%	1%	0%	2%	1%
N	1%	5%	2%	2%	5%	3%	6%	2%	2%	3%	5%	4%	4%	3%	4%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

2) Friendliness of VRE Staff

Count	Train #															
G2	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	31	11	133	150	143	119	73	52	64	132	149	134	141	96	1428	
B	26	7	71	88	135	95	54	32	52	99	103	103	69	50	984	
C	10		17	15	38	15	5	6	13	29	19	20	18	16	221	
D	3		2	4	2	6		1		5	4	3	1	1	32	
F	1				1		1			1	1	1		1	7	
N	1	1	5	5	5	5	3	1	1	6	9	4	5	3	54	
Grand Total	72	19	228	262	324	240	136	92	130	272	285	265	234	167	2726	

Count	Train #															
G2	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	43%	58%	58%	57%	44%	50%	54%	57%	49%	49%	52%	51%	60%	57%	52%	
B	36%	37%	31%	34%	42%	40%	40%	35%	40%	36%	36%	39%	29%	30%	36%	
C	14%	0%	7%	6%	12%	6%	4%	7%	10%	11%	7%	8%	8%	10%	8%	
D	4%	0%	1%	2%	1%	3%	0%	1%	0%	2%	1%	1%	0%	1%	1%	
F	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	
N	1%	5%	2%	2%	2%	2%	2%	1%	1%	2%	3%	2%	2%	2%	2%	
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

3) VRE follow-up to delays or problems

Count	Train #															
G3	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	14	5	56	59	53	41	21	14	24	57	49	63	58	36	550	
B	15	5	69	102	103	71	45	33	50	97	99	91	92	68	940	
C	20	4	53	49	69	53	30	24	30	55	67	51	42	34	581	
D	14	3	28	26	53	44	20	13	11	23	30	32	18	9	324	
F	4		5	10	25	15	12	5	4	14	17	12	4	8	135	
N	3	2	11	8	16	11	10	4	7	15	19	15	14	7	142	
Grand Total	70	19	222	254	319	235	138	93	126	261	281	264	228	162	2672	

Count	Train #															
G3	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	20%	26%	25%	23%	17%	17%	15%	15%	19%	22%	17%	24%	25%	22%	21%	
B	21%	26%	31%	40%	32%	30%	33%	35%	40%	37%	35%	34%	40%	42%	35%	
C	29%	21%	24%	19%	22%	23%	22%	26%	24%	21%	24%	19%	18%	21%	22%	
D	20%	16%	13%	10%	17%	19%	14%	14%	9%	9%	11%	12%	8%	6%	12%	
F	6%	0%	2%	4%	8%	6%	9%	5%	3%	5%	6%	5%	2%	5%	5%	
N	4%	11%	5%	3%	5%	5%	7%	4%	6%	6%	7%	6%	6%	4%	5%	
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

4) Lost and Found

Count	Train #														
G4	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	15	7	54	52	54	45	21	19	24	56	50	51	49	36	533
B	8	1	32	44	53	35	16	16	21	50	50	43	30	25	424
C	5		21	22	29	10	13	9	11	22	20	18	17	16	213
D	2		12	7	8	8	6	6	4	8	8	12	9	6	96
F	3		3	5	7	6	4	1	2	8	8	7	8	5	67
N	30	8	94	113	157	128	68	36	61	112	134	119	110	67	1237
Grand Total	63	16	216	243	308	232	128	87	123	256	270	250	223	155	2570

Count	Train #														
G4	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	24%	44%	25%	21%	18%	19%	16%	22%	20%	22%	19%	20%	22%	23%	21%
B	13%	6%	15%	18%	17%	15%	13%	18%	17%	20%	19%	17%	13%	16%	16%
C	8%	0%	10%	9%	9%	4%	10%	10%	9%	9%	7%	7%	8%	10%	8%
D	3%	0%	6%	3%	3%	3%	5%	7%	3%	3%	3%	5%	4%	4%	4%
F	5%	0%	1%	2%	2%	3%	3%	1%	2%	3%	3%	3%	4%	3%	3%
N	48%	50%	44%	47%	51%	55%	53%	41%	50%	44%	50%	48%	49%	43%	48%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

5) Timeliness of e-mail responses

Count	Train #														
G5	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	11	4	38	40	40	25	12	6	10	37	30	26	41	15	335
B	12	1	38	42	51	38	18	11	23	48	47	44	22	16	411
C	10		21	13	23	15	11	7	10	23	21	25	11	6	196
D	2		5	9	4	8	4	2	2	4	10	1	6	4	61
F	3		5	5	4	9	7	1	6	5	13	7	3	7	75
N	30	11	102	129	171	126	74	56	64	132	134	138	128	96	1391
Grand Total	68	16	209	238	293	221	126	83	115	249	255	241	211	144	2469

Count	Train #														
G5	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	16%	25%	18%	17%	14%	11%	10%	7%	9%	15%	12%	11%	19%	10%	14%
B	18%	6%	18%	18%	17%	17%	14%	13%	20%	19%	18%	18%	10%	11%	17%
C	15%	0%	10%	5%	8%	7%	9%	8%	9%	9%	8%	10%	5%	4%	8%
D	3%	0%	2%	4%	1%	4%	3%	2%	2%	2%	4%	0%	3%	3%	2%
F	4%	0%	2%	2%	1%	4%	6%	1%	5%	2%	5%	3%	1%	5%	3%
N	44%	69%	49%	54%	58%	57%	59%	67%	56%	53%	53%	57%	61%	67%	56%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

6) Quality of e-mail responses

Count	Train #															
G6	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	11	4	42	44	46	26	13	8	11	35	33	27	41	15	356	
B	11	1	38	46	46	40	16	8	26	53	46	44	24	19	418	
C	11		20	16	24	17	13	9	9	20	21	24	11	9	204	
D	2		3	3	4	9	3	2	2	5	7	2	3	4	49	
F	3		4	2	1	8	4	1	3	3	12	7	3	4	55	
N	29	11	101	122	170	121	76	54	66	132	132	136	128	91	1369	
Grand Total	67	16	208	233	291	221	125	82	117	248	251	240	210	142	2451	

Count	Train #															
G6	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	16%	25%	20%	19%	16%	12%	10%	10%	9%	14%	13%	11%	20%	11%	15%	
B	16%	6%	18%	20%	16%	18%	13%	10%	22%	21%	18%	18%	11%	13%	17%	
C	16%	0%	10%	7%	8%	8%	10%	11%	8%	8%	8%	10%	5%	6%	8%	
D	3%	0%	1%	1%	1%	4%	2%	2%	2%	2%	3%	1%	1%	3%	2%	
F	4%	0%	2%	1%	0%	4%	3%	1%	3%	1%	5%	3%	1%	3%	2%	
N	43%	69%	49%	52%	58%	55%	61%	66%	56%	53%	53%	57%	61%	64%	56%	
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

7) Quality of website

Count	Train #															
G7	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	11	5	54	65	55	39	24	13	22	56	49	41	53	26	513	
B	26	1	75	96	110	91	43	26	47	102	101	94	72	55	939	
C	15	3	28	31	45	34	28	19	19	47	48	46	32	31	426	
D	1	1	3	3	5	4	2	1	1	4	8	6	5	3	47	
F	1				1	1	1			1				1	6	
N	13	6	49	51	84	58	31	26	29	48	60	59	52	37	603	
Grand Total	67	16	209	246	300	227	129	85	118	258	266	246	214	153	2534	

Count	Train #															
G7	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	16%	31%	26%	26%	18%	17%	19%	15%	19%	22%	18%	17%	25%	17%	20%	
B	39%	6%	36%	39%	37%	40%	33%	31%	40%	40%	38%	38%	34%	36%	37%	
C	22%	19%	13%	13%	15%	15%	22%	22%	16%	18%	18%	19%	15%	20%	17%	
D	1%	6%	1%	1%	2%	2%	2%	1%	1%	2%	3%	2%	2%	2%	2%	
F	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	
N	19%	38%	23%	21%	28%	26%	24%	31%	25%	19%	23%	24%	24%	24%	24%	
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

8) Timeliness of website information

Count	Train #															
G8	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	11	3	45	62	59	36	22	14	21	45	43	35	44	27	467	
B	25	3	74	78	87	71	34	21	39	84	88	80	58	44	786	
C	9	3	25	33	40	34	20	14	16	46	35	36	28	14	353	
D	3	1	6	4	10	8	5	2	6	10	8	5	5	8	81	
F	1		2	1	1	1	1	1	1	3	1	1	1	2	17	
N	16	7	55	64	96	70	44	30	37	66	85	81	72	55	778	
Grand Total	65	17	207	242	293	220	126	82	120	254	260	238	208	150	2482	

Count	Train #															
G8	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	17%	18%	22%	26%	20%	16%	17%	17%	18%	18%	17%	15%	21%	18%	19%	
B	38%	18%	36%	32%	30%	32%	27%	26%	33%	33%	34%	34%	28%	29%	32%	
C	14%	18%	12%	14%	14%	15%	16%	17%	13%	18%	13%	15%	13%	9%	14%	
D	5%	6%	3%	2%	3%	4%	4%	2%	5%	4%	3%	2%	2%	5%	3%	
F	2%	0%	1%	0%	0%	0%	1%	1%	1%	1%	0%	0%	0%	1%	1%	
N	25%	41%	27%	26%	33%	32%	35%	37%	31%	26%	33%	34%	35%	37%	31%	
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

9) Timeliness of Train Talk (e-mail News Service)

Count	Train #															
G9	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	7	2	42	50	48	34	18	12	14	42	31	33	35	14	382	
B	15	2	53	53	60	47	14	11	29	58	55	54	38	27	516	
C	9	2	16	21	30	20	20	6	17	29	19	13	16	9	227	
D	1		2	2	9	5	1		3	4	5	3	2	4	41	
F	1		1		2	2	1	1		4		1	2	3	18	
N	29	9	92	108	149	113	72	53	53	112	139	135	114	84	1262	
Grand Total	62	15	206	234	298	221	126	83	116	249	249	239	207	141	2446	

Count	Train #															
G9	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	11%	13%	20%	21%	16%	15%	14%	14%	12%	17%	12%	14%	17%	10%	16%	
B	24%	13%	26%	23%	20%	21%	11%	13%	25%	23%	22%	23%	18%	19%	21%	
C	15%	13%	8%	9%	10%	9%	16%	7%	15%	12%	8%	5%	8%	6%	9%	
D	2%	0%	1%	1%	3%	2%	1%	0%	3%	2%	2%	1%	1%	3%	2%	
F	2%	0%	0%	0%	1%	1%	1%	1%	0%	2%	0%	0%	1%	2%	1%	
N	47%	60%	45%	46%	50%	51%	57%	64%	46%	45%	56%	56%	55%	60%	52%	
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

10) Quality of Train Talk

Count	Train #														
G10	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	7	3	48	45	46	30	18	13	16	39	32	32	36	17	382
B	15	1	59	64	69	51	21	15	33	74	65	56	46	34	603
C	10	4	17	24	51	24	22	10	18	36	26	27	21	14	304
D	2		6	6	5	10	1	2	1	5	3	3	4	5	53
F	1			1		1	2			3		3	3	2	16
N	28	8	81	96	130	104	68	45	49	92	131	125	99	76	1132
Grand Total	63	16	211	236	301	220	132	85	117	249	257	246	209	148	2490

Count	Train #														
G10	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	11%	19%	23%	19%	15%	14%	14%	15%	14%	16%	12%	13%	17%	11%	15%
B	24%	6%	28%	27%	23%	23%	16%	18%	28%	30%	25%	23%	22%	23%	24%
C	16%	25%	8%	10%	17%	11%	17%	12%	15%	14%	10%	11%	10%	9%	12%
D	3%	0%	3%	3%	2%	5%	1%	2%	1%	2%	1%	1%	2%	3%	2%
F	2%	0%	0%	0%	0%	0%	2%	0%	0%	1%	0%	1%	1%	1%	1%
N	44%	50%	38%	41%	43%	47%	52%	53%	42%	37%	51%	51%	47%	51%	45%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

TRAIN CREW MEMBERS:
Are Knowledgeable About

11) VRE Operations

Count	Train #														
G11	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	27	7	127	134	134	116	77	47	64	123	151	135	131	87	1360
B	29	10	73	102	131	86	45	30	50	108	100	94	77	50	985
C	7		14	13	26	21	11	7	4	25	18	19	11	11	187
D			2	2	7	2	1		1	2		2	2	4	25
F	1				2										3
N	5	2	7	11	17	10	4	6	8	11	9	15	11	10	126
Grand Total	69	19	223	262	317	235	138	90	127	269	278	265	232	162	2686

Count	Train #														
G11	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	39%	37%	57%	51%	42%	49%	56%	52%	50%	46%	54%	51%	56%	54%	51%
B	42%	53%	33%	39%	41%	37%	33%	33%	39%	40%	36%	35%	33%	31%	37%
C	10%	0%	6%	5%	8%	9%	8%	8%	3%	9%	6%	7%	5%	7%	7%
D	0%	0%	1%	1%	2%	1%	1%	0%	1%	1%	0%	1%	1%	2%	1%
F	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
N	7%	11%	3%	4%	5%	4%	3%	7%	6%	4%	3%	6%	5%	6%	5%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

12) Are Helpful

Count	Train #														
G12	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	30	10	144	158	154	137	85	58	82	144	169	154	147	99	1571
B	27	8	64	90	128	79	48	26	41	96	93	94	78	48	920
C	8	1	11	9	32	15	3	4	7	20	15	15	10	11	161
D	2		1	3	4	3		1	1	3	2	1			21
F	2		1		1	2	1			1	1	1		3	13
N	2		3	3	3	3	3	3		6	1	4	1	2	34
Grand Total	71	19	224	263	322	239	140	92	131	270	281	269	236	163	2720

Count	Train #														
G12	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	42%	53%	64%	60%	48%	57%	61%	63%	63%	53%	60%	57%	62%	61%	58%
B	38%	42%	29%	34%	40%	33%	34%	28%	31%	36%	33%	35%	33%	29%	34%
C	11%	5%	5%	3%	10%	6%	2%	4%	5%	7%	5%	6%	4%	7%	6%
D	3%	0%	0%	1%	1%	1%	0%	1%	1%	1%	1%	0%	0%	0%	1%
F	3%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	2%	0%
N	3%	0%	1%	1%	1%	1%	2%	3%	0%	2%	0%	1%	0%	1%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

13) Are Courteous

Count	Train #														
G13	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	31	10	150	168	166	139	87	59	84	150	180	160	152	105	1641
B	27	8	60	76	125	81	48	25	39	89	83	90	68	46	865
C	10	1	9	13	28	13	4	6	8	23	15	16	13	7	166
D	1		2	4	3	3		1		5	3	2	1	3	28
F	1		1	1	1	2				1	1			1	9
N	2		3		1	2	2	1		1				2	14
Grand Total	72	19	225	262	324	240	141	92	131	269	282	268	234	164	2723

Count	Train #														
G13	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	43%	53%	67%	64%	51%	58%	62%	64%	64%	56%	64%	60%	65%	64%	60%
B	38%	42%	27%	29%	39%	34%	34%	27%	30%	33%	29%	34%	29%	28%	32%
C	14%	5%	4%	5%	9%	5%	3%	7%	6%	9%	5%	6%	6%	4%	6%
D	1%	0%	1%	2%	1%	1%	0%	1%	0%	2%	1%	1%	0%	2%	1%
F	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%
N	3%	0%	1%	0%	0%	1%	1%	1%	0%	0%	0%	0%	0%	1%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

14) Make Regular Station Announcements

Count	Train #														
G14	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	20	11	125	143	147	117	68	48	59	142	169	147	143	93	1432
B	27	7	62	82	119	90	45	27	57	95	75	91	70	42	889
C	16	1	25	26	41	20	23	12	9	30	23	19	15	22	282
D	4		9	10	13	9	3	2	4	2	7	8	3	1	75
F	3		1	1	2	3				1	1			3	15
N			4	1	1	1	3	1		1	4	1	1	2	20
Grand Total	70	19	226	263	323	240	142	90	129	271	279	266	232	163	2713

Count	Train #														
G14	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	29%	58%	55%	54%	46%	49%	48%	53%	46%	52%	61%	55%	62%	57%	53%
B	39%	37%	27%	31%	37%	38%	32%	30%	44%	35%	27%	34%	30%	26%	33%
C	23%	5%	11%	10%	13%	8%	16%	13%	7%	11%	8%	7%	6%	13%	10%
D	6%	0%	4%	4%	4%	4%	2%	2%	3%	1%	3%	3%	1%	1%	3%
F	4%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	2%	1%
N	0%	0%	2%	0%	0%	0%	2%	1%	0%	0%	1%	0%	0%	1%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

15) Make Timely Delay Announcements

Count	Train #														
G15	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	16	8	92	105	92	77	56	30	45	109	119	102	121	70	1042
B	25	6	67	88	119	85	35	36	47	89	81	100	79	48	905
C	13	3	26	41	52	33	29	14	25	40	39	35	21	26	397
D	8	1	32	20	41	30	12	6	6	17	25	17	9	9	233
F	5		4	6	15	9	4	1	5	9	10	5	2	6	81
N	2	1	4	2	3	4	5	3	1	2	4	5	2	3	41
Grand Total	69	19	225	262	322	238	141	90	129	266	278	264	234	162	2699

Count	Train #														
G15	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	23%	42%	41%	40%	29%	32%	40%	33%	35%	41%	43%	39%	52%	43%	39%
B	36%	32%	30%	34%	37%	36%	25%	40%	36%	33%	29%	38%	34%	30%	34%
C	19%	16%	12%	16%	16%	14%	21%	16%	19%	15%	14%	13%	9%	16%	15%
D	12%	5%	14%	8%	13%	13%	9%	7%	5%	6%	9%	6%	4%	6%	9%
F	7%	0%	2%	2%	5%	4%	3%	1%	4%	3%	4%	2%	1%	4%	3%
N	3%	5%	2%	1%	1%	2%	4%	3%	1%	1%	1%	2%	1%	2%	2%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

16) Present a Professional Appearance

Count	Train #														
G16	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	27	7	123	146	147	120	76	57	68	152	175	145	146	102	1491
B	31	11	80	95	140	100	50	32	53	92	90	105	77	46	1002
C	9	1	16	16	33	14	12	3	8	21	14	15	8	11	181
D	1		3	3	3	4	1			3	1	1	2	2	24
F	1					2				2					5
N			2		1		2			1	1			2	9
Grand Total	69	19	224	260	324	240	141	92	129	271	281	266	233	163	2712

Count	Train #														
G16	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	39%	37%	55%	56%	45%	50%	54%	62%	53%	56%	62%	55%	63%	63%	55%
B	45%	58%	36%	37%	43%	42%	35%	35%	41%	34%	32%	39%	33%	28%	37%
C	13%	5%	7%	6%	10%	6%	9%	3%	6%	8%	5%	6%	3%	7%	7%
D	1%	0%	1%	1%	1%	2%	1%	0%	0%	1%	0%	0%	1%	1%	1%
F	1%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%
N	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

17) Overall Crew Performance

Count	Train #														
G17	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	29	9	132	139	158	116	59	49	78	145	148	146	136	80	1424
B	26	8	59	88	126	86	52	29	38	82	82	90	62	47	875
C	9	1	7	12	19	12	4	1	3	16	15	12	8	6	125
D	1		1	1	3	1		1		1	2			4	15
F	1					1								1	3
N			1		1		2		1	1				1	7
Grand Total	66	18	200	240	307	216	117	80	120	245	247	248	206	139	2449

Count	Train #														
G17	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	44%	50%	66%	58%	51%	54%	50%	61%	65%	59%	60%	59%	66%	58%	58%
B	39%	44%	30%	37%	41%	40%	44%	36%	32%	33%	33%	36%	30%	34%	36%
C	14%	6%	4%	5%	6%	6%	3%	1%	3%	7%	6%	5%	4%	4%	5%
D	2%	0%	1%	0%	1%	0%	0%	1%	0%	0%	1%	0%	0%	3%	1%
F	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
N	0%	0%	1%	0%	0%	0%	2%	0%	1%	0%	0%	0%	0%	1%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

VRE OPERATIONS:

18) Convenience of schedules

Count	Train #														
G18	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	8	6	58	68	82	51	28	26	32	63	51	59	49	39	620
B	32	4	120	140	158	124	72	41	75	142	159	129	115	81	1392
C	22	6	31	42	70	45	28	19	17	46	57	58	53	36	530
D	8	2	15	8	15	15	6	5	2	18	11	17	12	11	145
F	2	1	1	2		2		1	1	2	3	1	1		17
N			1				2				1	1			5
Grand Total	72	19	226	260	325	237	136	92	127	271	282	265	230	167	2709

Count	Train #														
G18	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	11%	32%	26%	26%	25%	22%	21%	28%	25%	23%	18%	22%	21%	23%	23%
B	44%	21%	53%	54%	49%	52%	53%	45%	59%	52%	56%	49%	50%	49%	51%
C	31%	32%	14%	16%	22%	19%	21%	21%	13%	17%	20%	22%	23%	22%	20%
D	11%	11%	7%	3%	5%	6%	4%	5%	2%	7%	4%	6%	5%	7%	5%
F	3%	5%	0%	1%	0%	1%	0%	1%	1%	1%	1%	0%	0%	0%	1%
N	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

19) On-time performance

Count	Train #														
G19	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	7	3	41	47	47	31	16	13	25	71	46	42	48	19	456
B	22	6	124	136	152	119	77	48	78	142	122	150	130	91	1397
C	27	8	39	56	85	58	30	25	17	48	74	51	40	28	586
D	12	2	17	21	32	29	7	4	6	9	32	23	14	18	226
F	2	1	6	3	9	3	3	2	2	2	9	2		7	51
N				1			3				1			1	6
Grand Total	70	20	227	264	325	240	136	92	128	272	284	268	232	164	2722

Count	Train #														
G19	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	10%	15%	18%	18%	14%	13%	12%	14%	20%	26%	16%	16%	21%	12%	17%
B	31%	30%	55%	52%	47%	50%	57%	52%	61%	52%	43%	56%	56%	55%	51%
C	39%	40%	17%	21%	26%	24%	22%	27%	13%	18%	26%	19%	17%	17%	22%
D	17%	10%	7%	8%	10%	12%	5%	4%	5%	3%	11%	9%	6%	11%	8%
F	3%	5%	3%	1%	3%	1%	2%	2%	2%	1%	3%	1%	0%	4%	2%
N	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	1%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

20) Cleanliness of trains

Count	Train #															
G20	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	17	6	113	128	131	98	51	40	61	154	144	142	133	82	1300	
B	37	10	93	116	166	112	68	44	58	98	119	111	92	67	1191	
C	14	3	16	16	26	25	15	8	9	18	17	15	8	14	204	
D	3		5	1	2	4	2		1	1	2	1		1	23	
F	1													1	2	
N					1		2							1	4	
Grand Total	72	19	227	261	326	239	138	92	129	271	282	269	233	166	2724	

Count	Train #															
G20	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	24%	32%	50%	49%	40%	41%	37%	43%	47%	57%	51%	53%	57%	49%	48%	
B	51%	53%	41%	44%	51%	47%	49%	48%	45%	36%	42%	41%	39%	40%	44%	
C	19%	16%	7%	6%	8%	10%	11%	9%	7%	7%	6%	6%	3%	8%	7%	
D	4%	0%	2%	0%	1%	2%	1%	0%	1%	0%	1%	0%	0%	1%	1%	
F	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	
N	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

21) Cleanliness of stations

Count	Train #															
G21	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	15	4	74	106	108	79	36	32	54	126	126	125	116	83	1084	
B	27	6	101	108	147	106	60	46	59	109	113	113	96	63	1154	
C	21	7	29	35	57	42	27	9	14	27	32	24	15	12	351	
D	5	2	15	6	11	10	11	4	2	5	6	3	1	4	85	
F	2		5	5	2	2	1			1			2		20	
N	1			1	1		2			1		2		2	10	
Grand Total	71	19	224	261	326	239	137	91	129	269	277	267	230	164	2704	

Count	Train #															
G21	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	21%	21%	33%	41%	33%	33%	26%	35%	42%	47%	45%	47%	50%	51%	40%	
B	38%	32%	45%	41%	45%	44%	44%	51%	46%	41%	41%	42%	42%	38%	43%	
C	30%	37%	13%	13%	17%	18%	20%	10%	11%	10%	12%	9%	7%	7%	13%	
D	7%	11%	7%	2%	3%	4%	8%	4%	2%	2%	2%	1%	0%	2%	3%	
F	3%	0%	2%	2%	1%	1%	1%	0%	0%	0%	0%	0%	1%	0%	1%	
N	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	1%	0%	
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

22) Communication between VRE management and passengers

Count	Train #														
G22	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	10	4	41	44	53	31	21	16	26	50	51	55	62	34	498
B	12	4	85	105	104	80	51	25	43	112	97	97	85	63	963
C	27	5	50	62	89	66	34	36	29	50	66	59	46	24	643
D	12	1	19	17	42	31	12	7	16	20	26	18	8	12	241
F	3	1	5	5	9	8	7	2	1	8	9	11	3	4	76
N	7	3	21	20	21	16	12	4	10	22	24	17	21	22	220
Grand Total	71	18	221	253	318	232	137	90	125	262	273	257	225	159	2641

Count	Train #														
G22	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	14%	22%	19%	17%	17%	13%	15%	18%	21%	19%	19%	21%	28%	21%	19%
B	17%	22%	38%	42%	33%	34%	37%	28%	34%	43%	36%	38%	38%	40%	36%
C	38%	28%	23%	25%	28%	28%	25%	40%	23%	19%	24%	23%	20%	15%	24%
D	17%	6%	9%	7%	13%	13%	9%	8%	13%	8%	10%	7%	4%	8%	9%
F	4%	6%	2%	2%	3%	3%	5%	2%	1%	3%	3%	4%	1%	3%	3%
N	10%	17%	10%	8%	7%	7%	9%	4%	8%	8%	9%	7%	9%	14%	8%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

23) Automated telephone system (TRIP) 684-0400/1-800-RIDE-VRE

Count	Train #														
G23	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	4	5	25	33	32	30	22	10	10	27	26	24	26	22	296
B	10	2	52	58	69	55	27	23	31	53	53	61	53	31	578
C	12	3	33	35	45	32	19	13	16	35	35	25	26	21	350
D	5		8	17	19	13	10	6	6	13	9	15	9	3	133
F	1	1	5	1	1	3	2	1	1	3	4	4	1	5	33
N	30	6	87	91	128	84	46	34	55	110	123	113	98	69	1074
Grand Total	62	17	210	235	294	217	126	87	119	241	250	242	213	151	2464

Count	Train #														
G23	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	6%	29%	12%	14%	11%	14%	17%	11%	8%	11%	10%	10%	12%	15%	12%
B	16%	12%	25%	25%	23%	25%	21%	26%	26%	22%	21%	25%	25%	21%	23%
C	19%	18%	16%	15%	15%	15%	15%	15%	13%	15%	14%	10%	12%	14%	14%
D	8%	0%	4%	7%	6%	6%	8%	7%	5%	5%	4%	6%	4%	2%	5%
F	2%	6%	2%	0%	0%	1%	2%	1%	1%	1%	2%	2%	0%	3%	1%
N	48%	35%	41%	39%	44%	39%	37%	39%	46%	46%	49%	47%	46%	46%	44%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

24) Reliability of ticket vending machines

Count	Train #														
G24	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	6	5	48	67	56	42	27	21	30	46	38	36	41	29	492
B	28	6	77	100	124	87	46	25	46	111	107	99	70	57	983
C	16	5	36	56	68	50	33	25	21	65	64	70	50	37	596
D	7	2	21	12	26	26	12	7	7	20	31	25	29	23	248
F	2		1	1	5	6	5	1	1	6	10	7	8	1	54
N	11		34	25	36	23	14	8	23	17	24	28	21	14	278
Grand Total	70	18	217	261	315	234	137	87	128	265	274	265	219	161	2651

Count	Train #														
G24	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	9%	28%	22%	26%	18%	18%	20%	24%	23%	17%	14%	14%	19%	18%	19%
B	40%	33%	35%	38%	39%	37%	34%	29%	36%	42%	39%	37%	32%	35%	37%
C	23%	28%	17%	21%	22%	21%	24%	29%	16%	25%	23%	26%	23%	23%	22%
D	10%	11%	10%	5%	8%	11%	9%	8%	5%	8%	11%	9%	13%	14%	9%
F	3%	0%	0%	0%	2%	3%	4%	1%	1%	2%	4%	3%	4%	1%	2%
N	16%	0%	16%	10%	11%	10%	10%	9%	18%	6%	9%	11%	10%	9%	10%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

25) Reliability of ticket validators

Count	Train #														
G25	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	3	3	36	48	52	35	15	16	20	25	30	18	37	26	364
B	21	3	80	80	107	67	43	25	41	100	91	88	63	49	858
C	21	7	48	75	85	71	33	30	37	87	78	88	69	41	770
D	12	4	31	26	51	39	24	13	15	33	35	37	22	21	363
F	4		3	3	7	5	2	2		6	7	3	5	8	55
N	8		22	25	19	15	14	3	15	16	31	26	28	15	237
Grand Total	69	17	220	257	321	232	131	89	128	267	272	260	224	160	2647

Count	Train #														
G25	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	4%	18%	16%	19%	16%	15%	11%	18%	16%	9%	11%	7%	17%	16%	14%
B	30%	18%	36%	31%	33%	29%	33%	28%	32%	37%	33%	34%	28%	31%	32%
C	30%	41%	22%	29%	26%	31%	25%	34%	29%	33%	29%	34%	31%	26%	29%
D	17%	24%	14%	10%	16%	17%	18%	15%	12%	12%	13%	14%	10%	13%	14%
F	6%	0%	1%	1%	2%	2%	2%	2%	0%	2%	3%	1%	2%	5%	2%
N	12%	0%	10%	10%	6%	6%	11%	3%	12%	6%	11%	10%	13%	9%	9%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

26) Ease of buying a ticket

Count	Train #															
G26	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	20	5	87	108	113	78	46	30	53	90	87	79	73	53	922	
B	23	7	84	92	126	100	49	39	45	110	114	127	84	60	1060	
C	17	5	35	44	60	42	23	15	16	46	49	46	46	29	473	
D	7	1	11	11	16	13	10	6	8	10	17	11	12	12	145	
F	2		5	1	5	3	2	2	1	8	3		6	1	39	
N	1			4	3	2	4	1	2	5	7	4	5	6	44	
Grand Total	70	18	222	260	323	238	134	93	125	269	277	267	226	161	2683	

Count	Train #															
G26	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	29%	28%	39%	42%	35%	33%	34%	32%	42%	33%	31%	30%	32%	33%	34%	
B	33%	39%	38%	35%	39%	42%	37%	42%	36%	41%	41%	48%	37%	37%	40%	
C	24%	28%	16%	17%	19%	18%	17%	16%	13%	17%	18%	17%	20%	18%	18%	
D	10%	6%	5%	4%	5%	5%	7%	6%	6%	4%	6%	4%	5%	7%	5%	
F	3%	0%	2%	0%	2%	1%	1%	2%	1%	3%	1%	0%	3%	1%	1%	
N	1%	0%	0%	2%	1%	1%	3%	1%	2%	2%	3%	1%	2%	4%	2%	
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

27) Ease of using Metrocheks

Count	Train #															
G27	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	5	2	39	36	37	24	14	11	9	29	30	27	22	13	298	
B	11		37	29	51	30	19	8	15	28	27	35	29	22	341	
C	8		18	27	28	25	14	13	12	29	26	24	19	15	258	
D	6		14	12	14	9	8	3	10	22	14	25	9	10	156	
F	1		4	6		3	1	1	2	12	6	2	9	2	49	
N	32	12	97	130	159	122	71	50	66	126	152	133	121	82	1353	
Grand Total	63	14	209	240	289	213	127	86	114	246	255	246	209	144	2455	

Count	Train #															
G27	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	8%	14%	19%	15%	13%	11%	11%	13%	8%	12%	12%	11%	11%	9%	12%	
B	17%	0%	18%	12%	18%	14%	15%	9%	13%	11%	11%	14%	14%	15%	14%	
C	13%	0%	9%	11%	10%	12%	11%	15%	11%	12%	10%	10%	9%	10%	11%	
D	10%	0%	7%	5%	5%	4%	6%	3%	9%	9%	5%	10%	4%	7%	6%	
F	2%	0%	2%	3%	0%	1%	1%	1%	2%	5%	2%	1%	4%	1%	2%	
N	51%	86%	46%	54%	55%	57%	56%	58%	58%	51%	60%	54%	58%	57%	55%	
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

28) Station parking availability

Count	Train #														
G28	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	13	5	106	112	118	91	45	30	69	129	128	109	86	54	1095
B	14	6	73	83	122	83	50	33	32	85	80	97	75	47	880
C	10	3	19	34	43	15	11	11	11	25	38	33	28	23	304
D	16	2	9	16	23	17	14	8	8	18	16	6	19	19	191
F	14		2	2	4	20	7	6	3	6	3	11	5	10	93
N	3	2	12	9	11	10	9	4	4	4	13	9	13	8	111
Grand Total	70	18	221	256	321	236	136	92	127	267	278	265	226	161	2674

Count	Train #														
G28	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	19%	28%	48%	44%	37%	39%	33%	33%	54%	48%	46%	41%	38%	34%	41%
B	20%	33%	33%	32%	38%	35%	37%	36%	25%	32%	29%	37%	33%	29%	33%
C	14%	17%	9%	13%	13%	6%	8%	12%	9%	9%	14%	12%	12%	14%	11%
D	23%	11%	4%	6%	7%	7%	10%	9%	6%	7%	6%	2%	8%	12%	7%
F	20%	0%	1%	1%	1%	8%	5%	7%	2%	2%	1%	4%	2%	6%	3%
N	4%	11%	5%	4%	3%	4%	7%	4%	3%	1%	5%	3%	6%	5%	4%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

29) Public address system on train

Count	Train #														
G29	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	5	4	45	38	59	33	9	11	11	52	60	44	45	30	446
B	21	6	84	84	105	86	40	22	47	122	107	122	86	58	990
C	26	5	62	83	111	67	43	32	47	68	78	72	61	44	799
D	8	2	28	42	41	36	36	23	22	15	25	16	23	20	337
F	4		2	10	4	7	1	4		4	2	3	2	7	50
N	3		2	4	6	4	5			4	5	2	6	5	46
Grand Total	67	17	223	261	326	233	134	92	127	265	277	259	223	164	2668

Count	Train #														
G29	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	7%	24%	20%	15%	18%	14%	7%	12%	9%	20%	22%	17%	20%	18%	17%
B	31%	35%	38%	32%	32%	37%	30%	24%	37%	46%	39%	47%	39%	35%	37%
C	39%	29%	28%	32%	34%	29%	32%	35%	37%	26%	28%	28%	27%	27%	30%
D	12%	12%	13%	16%	13%	15%	27%	25%	17%	6%	9%	6%	10%	12%	13%
F	6%	0%	1%	4%	1%	3%	1%	4%	0%	2%	1%	1%	1%	4%	2%
N	4%	0%	1%	2%	2%	2%	4%	0%	0%	2%	2%	1%	3%	3%	2%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

30) Public address system on platform

Count	Train #														
G30	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	7	4	51	48	64	31	17	16	16	45	50	36	51	35	471
B	14	2	80	86	96	85	41	26	47	108	89	95	69	57	895
C	18	5	59	78	97	67	46	31	40	61	83	76	61	48	770
D	15	3	26	29	48	32	21	12	17	32	32	38	28	13	346
F	7	2	6	13	11	16	6	6	3	14	8	14	7	6	119
N	5	1	1	4	7	4	4		2	2	8	2	5	3	48
Grand Total	66	17	223	258	323	235	135	91	125	262	270	261	221	162	2649

Count	Train #														
G30	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	11%	24%	23%	19%	20%	13%	13%	18%	13%	17%	19%	14%	23%	22%	18%
B	21%	12%	36%	33%	30%	36%	30%	29%	38%	41%	33%	36%	31%	35%	34%
C	27%	29%	26%	30%	30%	29%	34%	34%	32%	23%	31%	29%	28%	30%	29%
D	23%	18%	12%	11%	15%	14%	16%	13%	14%	12%	12%	15%	13%	8%	13%
F	11%	12%	3%	5%	3%	7%	4%	7%	2%	5%	3%	5%	3%	4%	4%
N	8%	6%	0%	2%	2%	2%	3%	0%	2%	1%	3%	1%	2%	2%	2%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

31) Personal security at station and on train

Count	Train #														
G31	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	12	5	62	67	81	55	30	29	32	76	84	73	78	56	740
B	18	7	87	102	115	98	53	37	50	114	111	113	87	58	1050
C	16	6	47	60	80	53	36	18	24	47	48	49	40	26	550
D	9		9	13	18	10	4	7	8	7	9	6	4	5	109
F	5		1	3	4	5	2		2	2	2	5	1	3	35
N	10		14	9	21	13	5		8	14	12	15	17	16	154
Grand Total	70	18	220	254	319	234	130	91	124	260	266	261	227	164	2638

Count	Train #														
G31	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	17%	28%	28%	26%	25%	24%	23%	32%	26%	29%	32%	28%	34%	34%	28%
B	26%	39%	40%	40%	36%	42%	41%	41%	40%	44%	42%	43%	38%	35%	40%
C	23%	33%	21%	24%	25%	23%	28%	20%	19%	18%	18%	19%	18%	16%	21%
D	13%	0%	4%	5%	6%	4%	3%	8%	6%	3%	3%	2%	2%	3%	4%
F	7%	0%	0%	1%	1%	2%	2%	0%	2%	1%	1%	2%	0%	2%	1%
N	14%	0%	6%	4%	7%	6%	4%	0%	6%	5%	5%	6%	7%	10%	6%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

32) Safety of train equipment

Count	Train #														
G32	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	13	5	73	76	92	69	26	34	38	89	90	85	89	50	829
B	29	9	96	108	131	91	62	40	55	115	105	117	91	67	1116
C	15	2	29	38	58	43	23	10	15	31	29	26	21	17	357
D	1			1	1	3	1		1	3	4	1		1	17
F	1						1	1		1			1	3	8
N	9	2	22	24	37	26	15	5	14	18	33	24	19	22	270
Grand Total	68	18	220	247	319	232	128	90	123	257	261	253	221	160	2597

Count	Train #														
G32	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	19%	28%	33%	31%	29%	30%	20%	38%	31%	35%	34%	34%	40%	31%	32%
B	43%	50%	44%	44%	41%	39%	48%	44%	45%	45%	40%	46%	41%	42%	43%
C	22%	11%	13%	15%	18%	19%	18%	11%	12%	12%	11%	10%	10%	11%	14%
D	1%	0%	0%	0%	0%	1%	1%	0%	1%	1%	2%	0%	0%	1%	1%
F	1%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	2%	0%
N	13%	11%	10%	10%	12%	11%	12%	6%	11%	7%	13%	9%	9%	14%	10%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

33) Station signage

Count	Train #														
G33	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	11	5	60	76	85	76	29	37	39	82	82	75	83	57	797
B	22	6	100	104	122	92	56	29	52	107	108	116	95	64	1073
C	17	3	37	37	64	36	29	12	19	44	39	33	21	19	410
D	8	1	4	6	9	9	4	5	4	1	6	9	2	2	70
F	2			1			1	2		1	2				9
N	6	2	13	23	29	16	10	7	7	19	25	18	14	15	204
Grand Total	66	17	214	247	309	229	129	92	121	254	262	251	215	157	2563

Count	Train #														
G33	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	17%	29%	28%	31%	28%	33%	22%	40%	32%	32%	31%	30%	39%	36%	31%
B	33%	35%	47%	42%	39%	40%	43%	32%	43%	42%	41%	46%	44%	41%	42%
C	26%	18%	17%	15%	21%	16%	22%	13%	16%	17%	15%	13%	10%	12%	16%
D	12%	6%	2%	2%	3%	4%	3%	5%	3%	0%	2%	4%	1%	1%	3%
F	3%	0%	0%	0%	0%	0%	1%	2%	0%	0%	1%	0%	0%	0%	0%
N	9%	12%	6%	9%	9%	7%	8%	8%	6%	7%	10%	7%	7%	10%	8%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

34) Feeder bus service

Count	Train #														
G34	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	1	2	14	21	29	26	8	9	3	20	15	15	11	6	180
B	5	1	27	24	44	27	13	11	15	30	23	29	19	18	286
C	6	2	16	21	32	10	7	5	7	17	16	20	13	15	187
D	5		9	9	11	6	4	2	2	12	8	11	6	6	91
F	6	1	5	4	1	1	3	4	2	6	4	5	5	4	51
N	43	8	134	157	184	147	88	54	83	165	178	160	147	92	1640
Grand Total	66	14	205	236	301	217	123	85	112	250	244	240	201	141	2435

Count	Train #														
G34	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	2%	14%	7%	9%	10%	12%	7%	11%	3%	8%	6%	6%	5%	4%	7%
B	8%	7%	13%	10%	15%	12%	11%	13%	13%	12%	9%	12%	9%	13%	12%
C	9%	14%	8%	9%	11%	5%	6%	6%	6%	7%	7%	8%	6%	11%	8%
D	8%	0%	4%	4%	4%	3%	3%	2%	2%	5%	3%	5%	3%	4%	4%
F	9%	7%	2%	2%	0%	0%	2%	5%	2%	2%	2%	2%	2%	3%	2%
N	65%	57%	65%	67%	61%	68%	72%	64%	74%	66%	73%	67%	73%	65%	67%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

35) Level of fare for quality and value of service

Count	Train #														
G35	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	10	5	33	39	47	35	21	16	17	35	39	37	40	29	403
B	14	7	83	97	102	90	46	43	60	119	113	104	94	77	1049
C	28	5	70	81	105	67	43	21	42	77	83	89	75	35	821
D	10		23	24	52	29	13	9	5	20	24	15	8	14	246
F	4		5	2	7	4	4			3	5	1		3	38
N	1		4	5	3	7	3		2	2	2	4	5	2	40
Grand Total	67	17	218	248	316	232	130	89	126	256	266	250	222	160	2597

Count	Train #														
G35	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	15%	29%	15%	16%	15%	15%	16%	18%	13%	14%	15%	15%	18%	18%	16%
B	21%	41%	38%	39%	32%	39%	35%	48%	48%	46%	42%	42%	42%	48%	40%
C	42%	29%	32%	33%	33%	29%	33%	24%	33%	30%	31%	36%	34%	22%	32%
D	15%	0%	11%	10%	16%	13%	10%	10%	4%	8%	9%	6%	4%	9%	9%
F	6%	0%	2%	1%	2%	2%	3%	0%	0%	1%	2%	0%	0%	2%	1%
N	1%	0%	2%	2%	1%	3%	2%	0%	2%	1%	1%	2%	2%	1%	2%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

36) Overall service quality

Count	Train #														
G36	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	10	6	66	75	77	58	32	29	42	80	90	71	85	55	776
B	31	9	128	145	188	133	75	51	70	153	138	172	126	85	1504
C	23	2	26	36	51	40	25	12	14	32	46	22	18	19	366
D	2		2	3	9	6	1			2	5	2		2	34
F	2					1	1							1	5
N	1			1		1	2		2		1				8
Grand Total	69	17	222	260	325	239	136	92	128	267	280	267	229	162	2693

Count	Train #														
G36	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	14%	35%	30%	29%	24%	24%	24%	32%	33%	30%	32%	27%	37%	34%	29%
B	45%	53%	58%	56%	58%	56%	55%	55%	55%	57%	49%	64%	55%	52%	56%
C	33%	12%	12%	14%	16%	17%	18%	13%	11%	12%	16%	8%	8%	12%	14%
D	3%	0%	1%	1%	3%	3%	1%	0%	0%	1%	2%	1%	0%	1%	1%
F	3%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%
N	1%	0%	0%	0%	0%	0%	1%	0%	2%	0%	0%	0%	0%	0%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%