

Virginia Railway Express 2000 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 | o) Alexandria |

Count	Train														Grand Total	
Q1	84	86	300	302	304	306	308	310	322	324	326	328	330	332		
A	3		1	1				1	1						7	342
B									42	66	65	60	62	47		399
C									50	73	79	85	66	46		384
D									40	63	88	82	67	44		399
E									35	86	87	83	59	49		217
F			1						17	40	55	43	28	34		59
G	93	18	94	97	97	65	47	33	7	12	16	14	7	2		544
H			45	59	61	66	41	18				1				291
I			24	29	30	33	16	7								139
J	18	3	30	40	51	32	13	15								202
K		1	21	17	36	21	19	12								127
L	20	15	41	54	48	45	30	21			1					275
M			6	12	9	10	5	5								47
N			2		5	3	5	4		1						20
O		1											1	2		4
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456	

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														Grand Total	
Q2	84	86	300	302	304	306	308	310	322	324	326	328	330	332		
A	3		2		1	1	1		1				1	2		12
B	83	24	36	51	56	35	42	29	46	68	74	73	78	45		740
C	5	1	105	117	113	110	66	39	91	166	178	153	131	111		1386
D	2		87	94	121	90	33	30	46	101	123	100	51	46		924
E	40	13	22	29	29	23	25	13	8	6	15	39	27	17		306
F			2								2	2	1	3		10
G			2	4	2	1	2	1					1			13
H	1		1		2	2	1	2								9
I					1	3	1									5
J			8	14	12	10	5	2								51
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456	

3. What train do you normally ride home?

A: Manassas Line

- | | |
|---------------|---------------|
| a) 10:40am/51 | b) 1:30pm/325 |
| c) 3:45pm/327 | d) 4:25pm/329 |
| e) 5:00pm/331 | f) 6:30pm/333 |
| g) 6:03pm/335 | h) 6:50pm/337 |
| i) 7:25pm/19 | |

Count	Train														Grand Total
Q3A	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	134	37	262	306	335	271	174	112	1	1	2	4	6	2	1647
B		1									1				2
C									2	1	1	2	4	4	14
D			1	1		1			80	79	41	25	16	17	261
E			1	1		1	1	1	51	128	120	69	43	20	436
F			1		1	1			31	64	128	117	84	46	473
G				1		1	1		19	39	64	86	60	57	328
H					1			2	6	23	19	44	57	49	201
I								1	2	5	15	19	18	28	88
J										1	1	1	2	1	6
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

B: Fredericksburg Line

- | | |
|-----------------|---------------|
| a) 10:20am/79 | b) 3:205pm/95 |
| c) 3:38pm/301 | d) 4:05pm/303 |
| e) 4:40pm/305 | f) 5:15pm/307 |
| g) 5:10pm/93/99 | h) 5:55pm/307 |
| i) 6:40pm/309 | j) 8:19pm/85 |

Count	Train														Grand Total
Q3B	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	2	1	6	2	7	9	2	7	191	340	388	366	289	221	1831
B								1							1
C	6	2	5	6	2	2	1	2							26
D	5	1	77	43	21	19	5	5							176
E	10	1	74	84	64	24	8	10			2				277
F	12	3	43	78	114	51	28	11							340
G	18	7	26	49	79	94	50	25				1	1		350
H	43	7	14	12	10	9	11	5							111
I	31	7	15	22	32	40	46	33						1	227
J	7	8	5	12	8	27	23	15	1	1	2			1	110
K		1		1			2	2						1	7
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

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

Count	Train
-------	-------

Q4	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
	2	1	5	7	5	4		2	2	6	7	7	5	4	57
20007	1														1
20015									1	2	5	3	1	3	15
20039			1		1					2					4
20090											1				1
20106											1				1
20108									1	1			1		3
20109									7	13	15	17	16	17	85
20110									46	57	71	61	44	35	314
20111									25	35	50	46	35	23	214
20112	1		1	8	1	3	1		15	26	28	37	28	13	162
20115									1	2	4	2	1		10
20119									1	2		1		1	5
20120										2	1	1	2	3	9
20121									1	1	5	5	3	4	19
20124									2	5	3	8	5	1	24
20128														2	2
20136									2	13	14	13	12	7	61
20137											3	1	1		5
20139											1		1		2
20143									1						1
20151									1				2	1	4
20155									5	10	6	5	7	4	37
20164										1					1
20169											1	1	4	3	9
20181									4	8	6	8	11	5	42
20182									3	2		1			6
20186										2		3	2	4	11
20187									3	5	4	5	6	3	26
20198												1	1	1	3
20408			1		2			1							4
20746								1							1
21010													1		1
21110											1		1		2
21293				1											1
22003									2	7	6	4	5	2	26
22010										1	1				2
22011										1		1			2
22015		1			1			2	23	59	58	49	40	37	270
22019									1						1
22026	3	3	6	9	12	10	7	7							57
22030										5	4	5	5	4	23
22031												1			1
22032									15	35	37	28	18	12	145
22033												1	1		2
22037								1							1
22039				2	2	2	1	1	4	5	14	13	6	3	53
22043													1		1
22046			1												1

22052															1	1
22079			4	8	6	7	3	4								32
22110										2	1	3	1	1	2	10
22124															1	1
22125				2	1	1	1									5
22134	3	1	1	1	3	1	1									11
22150			1	1	1		2			2	2	2	2			13
22151										4	8	10	6	5	6	39
22152						1				3	6	12	13	5	9	49
22153			1		1	3				1	1	2	1		2	12
22172	1		2	6	6		1	1				1				18
22191	3	5	22	14	30	22	17	10								123
22192	11	3	22	26	23	21	11	11	1			2		2		133
22193	7	3	11	15	21	8	12	9								86
22254			1		1											2
22302		1											1			2
22310					1			1								2
22312													1	1		2
22314														1		1
22315						1	3						1		1	6
22401	23	6	9	18	25	25	15	12								133
22403		1														1
22404			1	1				1								3
22405	4	1	39	51	45	57	30	19								246
22406	3		6	9	14	10	5	2								49
22407	24	4	25	29	25	17	13	8								145
22408	17	2	24	19	21	15	10	3								111
22427	2		1	1	1	2										7
22438			1													1
22443	1		1													2
22485	1		4	5	8	1	2	2								23
22508	1	1	2	2	2	1	1	1								11
22511				1												1
22514			1													1
22520						1										1
22534					1			1								2
22535					2											2
22538			1			1	1	1								4
22540					1											1
22542			1		1	1										3
22546				3	4			1								8
22547			1													1
22553	10	2	17	17	7	4	8									65
22554	10	2	42	49	54	50	24	13								244
22565					1											1
22601									1						1	2
22603													1			1
22610													1			1
22620													1			1
22627															1	1

22630									1	1	1			3	6
22642									1				2		3
22650												1			1
22655											2				2
22701									2	3	3	2	2	1	13
22712				1		1			3	3	1	1	3		13
22713									3				1		4
22714											1				1
22716														1	1
22720		1				1									2
22724									1				1		2
22728									2	2	3		1	1	9
22733										2					2
22734										1	1				2
22737										1		1	2		4
22749										1					1
22903														1	1
22912						1									1
22960				1											1
23005	1														1
23009		1													1
23015		1					1								2
23024			1												1
23085	1														1
23086								1							1
23093			1		2										3
23103		1													1
23116	1			1		1									3
23117	1	1	1	2											5
23126		1													1
23220	1														1
23222	1														1
23225		1													1
23226							1								1
23228							1				1				2
23230					1										1
23233				1											1
23602				1											1
23805					1										1
24021													1		1
24073		1													1
31901								1							1
33026											1				1
33596		1													1
35741				1											1
49445	1														1
75605								1							1
Grand Total	134	38	265	309	337	275	176	116	192	341	391	367	290	224	3455

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

Count	Train														Grand Total
Q5	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
01776	18	3	50	49	58	51	24	26	34	62	84	77	50	45	631
20000	1										1				1
20001	7	3	3	11	12	7	12	6	7	19	21	19	19	10	156
20002	12	8	7	11	11	7	7	3	7	6	14	17	12	12	134
20003	1	2	2	2		1		1	1	1	1	3	4	1	20
20004	1		3	5	3	6	5	2	3	3	5	11	6	10	63
20005	8	1	4	3	9	4	7	2	3	7	9	4	10	13	84
20006	5	1	2	4	4	4	4	1		1	2	3	8	6	45
20007	1	1	1	1		1	1	1						1	8
20008			1	1					1			1			4
20009	3		1	1						1			3	1	10
20010			1		1	1	1	1	2	2		1			10
20011					1										1
20013							1		2	1	1	1			6
20014	1														1
20015		1				1				1	2	1			6
20016			1		1				1	1		1		1	6
20017	1														1
20018									1						1
20020		1		1		1		1	1			1	1		7
20023					2					2					4
20024			6	15	12	6	6	5	4	9	15	12	10	4	104
20025											3		1		4
20026			2	1	1	2	2				1		1	1	11
20032					1					1	1	1			4
20035				1			1				1	2		1	6
20036	18		6	3	6	10	7	2	1	4	12	16	13	12	110
20037		1		1		2	2						1	1	8
20038				1											1
20040									1	1					2
20044			1	1		1			1						4
20045													1	2	3
20049				1			1			1	1			1	5
20051				1					1			1			3
20052			1			1									2
20054				1		1	1		1	1	1		3		9
20064		1			1										2
20065				2						1		1			4
20068			1		1				1						3
20080						1									1
20091												1			1
20101												1			1
20105	1														1
20110					1				2	1	1	1	2		8
20111											3				3
20121														1	1
20144							1						1		2

20191					1				1				2		
20198												1	1		
20201		1	1	2	1	1			2	2	2	1	1	14	
20202	1	1	1	2	6	6	4	1	2	8	9	3	6	50	
20204			1	1					2		3		5	12	
20205				1										1	
20208												1		1	
20210	1		1	2	2	1	1		1	1		1	3	1	15
20211					1	1					1			1	4
20212		1	5	3	5	2	2	3	1	5	5	3	4	2	41
20215										1					1
20217				1		1									2
20219			2		1				1		1	1	1		7
20220	2			1	1	1		1		1	3	1	2		13
20222			1	2	2		1		5	5	3	2	2	1	24
20224			1	3	1		1	2	4	4	4	1	1	2	24
20226										3	2				5
20227			1									1			2
20228			2	1						1			1		5
20229				1	1	1				1		1			5
20230							2	1	1	1		2			7
20231	1				1	1						1	1		5
20235										1	1	1	1		4
20236			1										1		2
20237			1	1							1				3
20240			1		1				1				1		4
20246				1					1	1	1				4
20249										1					1
20250	1		5	7	6	5	1	1	2	4	5	7	3	1	48
20254			1											1	2
20260			1	3	4	4	2	1	3	5	6	2	6	2	39
20268						1		1							2
20301				1	2	1	1			1	2	2			10
20303													1		1
20306											1				1
20307								1							1
20310				3	2	1		1	1		3	3			14
20314		1		1	4	1	2		4	3	1	2			19
20317						1									1
20318			1												1
20330			1	1	1	2			1	2	3	1			12
20340				1											1
20350			2	3		2			1	2	1				11
20370										1					1
20374									1						1
20380			1	1											2
20401	1		1	1								1			4
20405						1				1	2				4
20407	1		2			2		1	3	3	1	1	1	2	17
20408								1		1			1		3

20410			2	1	2	3	1		3	1	2	2	2	19
20416			1	1				1	1	3				7
20420		2			1	1			1	3				8
20425										1				1
20426		2	3					3	6	1		1	2	18
20429		2												2
20431				1										1
20433	1										1			2
20436				1	2	1			1	1	3			9
20439								1						1
20447		1	1			1				2		1		6
20460					1	2		1	5	2	1		2	14
20472		1	1	4		1			1	3	1	1	2	15
20500				1										1
20510	5		3	1	3	3	2	1	3	2	4	3	2	32
20515	1	1		1	2			1	1	2	2	5		16
20521									1		1			2
20522		1								1				2
20523			1				1	1	1		1			5
20525								1					1	2
20530		1	1			2			3					7
20531			1					1	1	1		2		6
20534	1	2		1						2		1		7
20535								4	3	1	1	3	1	13
20536		2		1				1	1	1				6
20537			1											1
20540	2	1						1		1	3	1	1	10
20543					1		1		1					3
20544				1	1				5	1	2	2		12
20546		2			1			1	4	2				10
20547		1	2	2	1				1	2	2	5		16
20548			2		1		1	3	2	4	2			15
20549						1				1	1	1	2	6
20551								1						1
20554				1				1	1	1		2	1	7
20560	3	1	1		2	3		1		1	2	2	4	20
20565					1	1			1					3
20573										1		1		2
20580		1		1				1			1			4
20585			5	4	3		2	5	2	6	4	6	3	40
20590	1	10	5	7	3	3	3	7	16	10	12	5	2	84
20591		8	14	6	6	5		5	18	14	12	2	4	94
20592													1	1
20593		4	3	2	1			5	6	2	2			25
20594		1			1	1			1	2	1			7
20597										1				1
20705								1						1
20706								1	3					4
20737								1						1
20742				1	1	1								3

20814		1	1				1		1	1	5		
20850		1									1		
20856								2			2		
20892							1		1		2		
20894		1									1		
20910	2			1	2		1		1		7		
20950		1	2			1					4		
20951			1	1							2		
21041			1								1		
21076							1				1		
21090							1				1		
21202			1								1		
22001			2	1		1					4		
22002		3	1	5	1	1	1	2	3	1	1	19	
22003							1			1		2	
22006				1								1	
22012										1		1	
22015				1			1	3	1			6	
22020		1	1						2		1	5	
22021				1						1		2	
22022	1			1		1		1		2		6	
22024					1	1					1	3	
22026							1					1	
22029				1								1	
22030										1		1	
22032							1	2	1		1	5	
22037					1							1	
22040								1	1			2	
22041		1		1								2	
22042			1									1	
22046		1					1		1			3	
22054											1	1	
22059							1					1	
22060		1		2								3	
22079				1	2							3	
22090										1		1	
22101		1	1									2	
22102										1		1	
22110										3		3	
22119				1								1	
22121						1						1	
22122				1								1	
22124											1	1	
22134			1		2		1		1			5	
22150			1		2							3	
22151			1	1					1	1	1	2	7
22153				1	2								3
22191		1			4	1							6
22192						1	1						2
22193	1				1								2

22199					1											1
22201		1	2	1	3	4		2			4	2	2			21
22202		2	36	40	58	36	17	13	12	34	44	36	27	26		381
22203	1				4	2	2		2	1	1	1				14
22204			3			2	1			1	2					9
22205								1								1
22206					2	1		1								4
22207			1		1		1									3
22209	1		4	5	5	2	4		3	4	3	3		4		38
22215			1	1	1					1	1	2				7
22217			1													1
22219					1											1
22220			1			1										2
22226						1										1
22227				1	2	2	1	1		3		2	1			13
22229								1								1
22230			1													1
22240				2	2					1		2				7
22242			4	11	5	5		1	5	5	5	2	1			44
22301			1		1		1									3
22302	1		1	2					1			1				6
22303	1		2		1		1								1	6
22304				1	3											4
22310													1			1
22311	1															1
22312			1	1	1							1				4
22313	3					1	1	1					1			7
22314	18	5	9	15	17	14	10	7	4		4	18	17	11		149
22315				1												1
22331				1									1			2
22332	1			1			4		3		2	1				12
22333			1	1	2	1		1				1				7
22401					1	2		1								4
22405			2					1								3
22406	1			1									1			3
22408			1													1
22442			1													1
22485			1													1
22508	1			1												2
22510			1													1
22554			1	2	1	1										5
22590			1													1
22960			1													1
23005	1															1
23009								1								1
23094			1													1
23111				1												1
25090						1	1									2
25805						1										1
44129											1					1

54601															1	1
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456	

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

Count	Train														Grand Total
Q6	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
A	5		2	1	3	2	2		1	3	2	1	3	2	22
B	84	27	160	177	186	162	110	62	112	203	237	222	156	128	2026
C	35	9	83	111	116	83	47	33	66	109	125	115	112	70	1114
D			2	3	6	3	4	2		4		2	1	1	28
E	10	2	15	13	16	17	4	4	10	16	13	18	13	11	162
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

7. Where did you purchase this ticket?
- At the station from Ticket Vending Machine (TVM)
 - At the station from a vendor
 - From an off-site vendor (such as Giant or 7-11)
 - From a transit store
 - Through the mail
 - From an Amtrak Ticket Vendor
 - On the internet

Count	Train														Grand Total
Q7	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
A	1		5	4	5	3	5	3	3	8	2	8	2	1	50
B	79	20	129	159	179	149	105	66	115	223	268	243	202	149	2086
C	6	4	29	27	28	20	16	11	20	20	23	19	18	16	257
D	19	3	48	56	49	41	30	23	16	15	17	21	19	18	375
E	13	6	46	47	58	48	13	7	31	53	67	50	28	26	493
F	6	1	3	5	10	6	2	3	2	9	4	12	6	6	75
G	8	4	2	7	5	6	4	2	4	6	10	9	10	4	81
H	2		3	4	3	2	1	1	1	7	1	5	5	4	39
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

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) more than 4 months

Count	Train														Grand Total
Q8	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	39	9	67	91	97	73	42	33	54	98	99	100	102	70	974
B	50	12	135	131	156	120	81	36	90	156	184	164	104	86	1505
C	31	8	46	64	63	60	32	27	38	67	80	76	62	49	703
D	4	3	9	10	6	7	5	4	4	12	13	14	9	10	110
E	1	1	2	3	4	8	5	9	2	2	10	6	5	4	62
F	4	1	1	5	3	2	3	2	1	1	4	4	3	2	36
G	1	2	1	3	1	2	3	1		1		1	1	2	19
H	2			1	3		1		1	1			1	1	11
I	2	2	4	1	4	3	4	4	2	3	2	2	3		36
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

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

- a) 10-12
- b) 13-14
- c) 14-16
- d) 16-18
- e) 19-21
- f) Every Day

Count	Train														Grand Total
Q9	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	81	24	147	162	175	154	112	69	109	200	221	219	155	126	1954
B	1		5		1		2	4				2	3		18
C	1		1	3	5	5	1			2	2	1	1		22
D		1	1	1	1		1		2	3	7		3	2	22
E	3	2	14	12	11	16	3	5	14	18	19	15	12	12	156
F	22	7	45	47	58	42	25	14	32	60	67	53	45	35	552
G	26	4	52	84	86	58	32	24	35	58	76	77	74	46	732
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

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

- a) Yes
- b) No

Count	Train														Grand Total
Q10	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	6	1	11	8	8	11	4	4	3	8	11	7	4	3	89
B	16	5	27	24	26	18	12	9	15	26	18	29	20	17	262
C	112	32	227	277	303	246	160	103	174	307	363	331	266	204	3105
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

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														Grand Total
Q11	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
	98	31	219	264	292	242	153	94	169	305	358	317	255	192	2989
A	2	1	3	7	9	3	1	5		1					32
B	6	2	7	8	8	4	6	3	1	5	1	8	3	1	63
C	2		14	5	8	7	1	2	3	7	9	5	6	3	72
D	6		12	17	15	13	10	6	14	17	21	22	15	21	189
E	20	4	10	8	5	6	5	6	5	6	3	15	11	7	111
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

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														Grand Total
Q12	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
	1		4	2			1		2	3		2	1		16
A	88	26	222	255	258	227	133	83	159	279	325	283	222	177	2737
B	13	5	15	24	33	6	13	7	11	14	17	16	13	8	195
C	22	3	19	19	26	32	20	17	12	30	31	50	32	32	345
D				1	1	1		1				2			6
E	10	3	4	6	10	4	5	3	7	10	11	9	16	6	104
F						2	1			1	1	1		1	7
G				2	7	3	2	3	1	4	6	4	6		38
K		1	1		2		1	2			1				8
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

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														Grand Total
Q13	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
A	3	1	3		1		2		1	2		1	2	1	17
B	8	3	11	13	15	14	7	8	10	29	27	19	18	18	200
C	21	6	38	53	66	57	41	19	93	152	175	161	97	92	1071
D	29	13	76	92	87	88	43	43	46	93	121	111	86	65	993
E	41	11	78	97	102	69	55	26	18	31	42	46	58	21	695
F	32	4	59	54	66	47	28	20	24	34	27	29	29	27	480
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

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) MARC h) Other

Count	Train														Grand Total
Q14	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
A		1	1	1	1		1		1	1		1	2		10
B	61	20	173	212	238	185	105	81	138	241	276	252	200	156	2338
C			1	2	1	2	1		1	1			1	1	11
D	2	3				2					1	1			9
E	58	13	54	53	61	60	52	22	36	62	70	88	69	50	748
F	3		8	18	15	17	12	10	4	14	19	11	12	7	150
G	8	1	18	19	16	9	5	2	12	15	20	13	3	7	148
H			1	2						4	1				8
I	2		9	2	5			1		3	5	1	3	3	34
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

15. How long will it take to reach your final destination when you get off the train?

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

Count	Train														Grand Total
Q15	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
A	22	9	68	86	97	82	43	28	59	96	121	105	70	66	13
B	28	13	91	96	117	82	62	41	56	123	134	122	104	77	952
C	38	7	54	70	63	53	35	25	46	82	86	78	73	50	1146
D	28	2	25	30	32	36	24	10	15	27	39	36	31	23	760
E	18	7	26	27	25	22	11	11	15	11	11	25	10	8	358
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

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														Grand Total
Q16	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
A	1		1	4	6	3	1	1	1	3	6	7	3	2	39
B	48	4	72	88	101	79	47	19	55	81	99	85	59	43	880
C	48	21	134	142	145	121	72	56	74	146	157	135	108	94	1453
D	19	3	14	23	13	17	14	7	6	11	21	14	21	13	196
E	2		2	3	1	1	1	2	1	2	1	1	1		18
F	10	7	30	35	49	39	28	17	50	81	95	106	78	63	688
G	2		5	2	5	3	4	2		5	3	4	2	1	38
H		2	1	4	4	3	4	2	4	7	6	11	11	6	65
I	2		4	7	9	7	3	7		3	3	4	4	2	55
J	2	1	2	1	4	2	2	3	1	2	1		3		24
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

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
	3	1	2	8	8	6	3	3	1	6	7	4	2	4	58
A	52	18	108	118	127	108	58	54	83	119	146	129	117	87	1324
B	18	3	30	28	28	28	19	4	23	36	56	49	30	20	372
C	6	2	27	34	16	13	10	7	13	27	17	13	4	6	195
D	9	5	13	23	29	13	20	8	32	39	59	70	53	47	420
E	5	1	21	12	18	20	9	9	6	13	10	8	7	4	143
F		2	5	4	7	9	6	2	11	16	22	21	17	13	135
G			2	6	3	7	6	4	3	6	7	6	3	3	56
H	36	5	46	70	93	62	36	23	18	71	66	63	49	36	674
I	5	1	11	6	8	9	9	2	2	8	2	4	8	4	79
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

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) 9:01-9:30
- n) After 9:30

Count	Train														
Q18	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
	4		3		4	2	1	1	1	1	5	2	4		28
A			8	2		3	1	3	20	3	4		3		47
B			58	8	4	2	1	1	72	8	3		2		159
C			73	14	3	3	1	2	45	10	2	3	1		157
D	2		54	30	6	3	2	1	22	100	12	5	2	3	242
E	2		34	105	17	9	3	4	18	131	26	10	5	7	371
F	6		11	72	26	6	3	3	6	45	68	10	10	5	271
G	3	1	5	24	67	9	6	4	3	16	130	33	8	3	312
H	12	2	5	30	112	21	7	4	1	9	75	82	22	5	387
I	25	5	8	7	64	38	17	6	2	6	44	127	31	14	394
J	37	2	3	7	20	81	22	11	1	7	11	50	47	11	310
K	24	4	2	9	8	50	28	4		1	4	22	69	26	251
L	15	3	1	1	5	34	45	13	1	1	2	16	63	76	276
M	2	8			1	14	39	50		2	5	7	20	69	217
N	2	13						9		1	1		3	5	34
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

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) 5:16-5:30 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														Grand Total
Q19	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	4		5	5	10	5	2	3	7	4	9	9	10	7	80
B								2					1	2	5
C	1		1						2	1					7
D			1	3					1					1	6
E	1		4	2		1		1	1			1		1	12
F	4		12	4		2		1	7	2			2		34
G	2		30	16	9	2		2	16	21		1	2	2	103
H	6	1	35	34	11	3	2	2	26	28	11	8	5	5	177
I	4	1	49	40	23	9	4	4	39	38	25	12	5	5	258
J	2	1	38	37	53	14	9	1	23	43	53	13	14	6	307
K	7	2	26	40	44	17	6	5	18	66	63	50	25	5	374
L	13	1	22	44	48	29	14	6	10	31	46	47	19	6	336
M	23		8	23	44	46	22	10	13	26	59	56	51	20	401
N	30	8	15	19	45	58	39	19	14	38	62	57	44	36	484
O	12	2	6	15	24	32	31	14	7	22	25	52	40	36	318
P	11	5	7	10	10	14	18	11	3	6	11	25	27	34	192
Q	6	1	2	4	8	23	10	15	2	6	10	12	15	22	136
R	6	4	1	6	3	9	10	8	1	4	5	10	13	14	94
S		6	2	1	2	4	6	4	1	1	3	4	5	6	45
T	2	2		4	3	5		2	1	1	2	3	4	8	37
U		1	1	1				1		1	4	4	3	7	23
V				1		1	1	1		1	2	1	1	1	10
W						1		2			1		1		5
X		1							1		1			1	1
Y								1				1		1	3
Y		2						1		1		1	2	1	8
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

20. Do you have early quit or "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
	5	1	3	4	7	5	3		1	3	8	4	3	4	51
A	63	21	162	168	156	135	87	68	125	206	211	185	141	115	1843
B	66	16	100	137	174	135	86	48	66	132	173	178	146	105	1562
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

21. What are your flex hours?

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

Count	Train														
Q21	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
	78	19	100	145	189	149	93	52	70	142	188	189	151	115	1680
A	5	1	32	18	24	15	5	6	20	30	22	23	10	11	222
B	2	2	7	5	4	3	2	3	8	4	8	6	4	5	63
C	6	4	53	50	39	26	15	10	48	79	65	34	25	17	471
D	43	12	73	91	81	82	61	45	46	86	109	115	100	76	1020
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

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

- a) Yes b) No

Count	Train														
Q22	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
	74	17	97	142	176	142	88	49	63	133	171	181	145	112	1590
A	8	5	12	13	13	13	12	16	8	11	11	15	18	13	168
B	52	16	156	154	148	120	76	51	121	197	210	171	127	99	1698
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

23. 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
- g) New Year's Eve

Count	Train														
Q23	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	27	13	42	70	61	57	29	27	26	44	63	69	73	45	646
B	22	14	38	60	56	51	23	27	22	35	52	59	65	44	568
C	42	16	47	77	85	77	56	36	30	57	75	88	93	74	853
D	41	13	42	71	72	65	45	34	23	43	76	83	75	54	737
E	36	5	101	93	103	85	40	32	58	118	124	108	101	61	1065
F	33	8	70	85	88	67	40	29	48	99	108	96	85	43	899
G	35	7	71	86	89	73	38	30	49	98	110	93	84	51	914
Grand Total	236	76	411	542	554	475	271	215	256	494	608	596	576	372	5682

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

- a) 1
- b) 2
- c) 3
- d) 4
- e) 5
- f) 6

Count	Train														
Q24	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	18	1	30	39	46	37	12	8	26	46	51	35	30	33	412
B	1	3	5	3	4	8	5	4	2	4	3	6	7	4	59
C	2		3	2	1	6	2	1	1	3	6	5	4	3	39
D	6	1	3	6	3	2	4	3	3	4	8	9	7	8	67
E	6	4	28	14	13	14	9	11	17	19	19	20	18	14	206
F	100	25	190	244	263	201	136	86	143	264	298	289	217	155	2611
G	1	4	6	1	7	7	8	3		1	7	3	7	7	62
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

25. 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														
Q25	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	2		4	3	5	4	3	2	4	7	7	3	5	2	51
B	3		2	2	2	3	3	7	2	1	5	2	4	7	43
C	3	1	1	7	3	5	7	5	2	4	12	14	15	6	85
D	12	6	12	16	9	16	12	15	8	9	29	15	12	12	183
E	14	7	45	45	48	43	31	15	38	62	67	71	49	45	580
F	91	17	199	232	259	198	114	64	136	254	266	256	198	143	2427
G	6	5	1	4	4	3	3	4		1	1	3	4	4	43
H	1	2			5	2	3	2	2	3	4	3	1	5	33
H	2		1		2	1		2			1		2		11
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

26. Does this number include Fridays?

- a) Yes b) No

Count	Train														
Q26	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	6	2	6	3	10	6	1	5	2	7	7	3	7	3	68
B	119	28	246	286	308	252	163	97	173	319	363	336	265	193	3148
B	9	8	13	20	19	17	12	14	17	15	22	28	18	28	240
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

27. Have you used the Manassas mid-day trains? (Circle all that apply)

- a) #325 b) #334

Count	Train														
Q27	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A				3	2	1	2	2	125	214	220	204	160	124	1057
B				1			1	4	22	66	91	88	94	88	455
Grand Total	0	0	0	4	2	1	3	6	147	280	311	292	254	212	1512

28. If yes, how often do you use a mid-day Manassas train?

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

Count	Train															
Q28	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	134	38	265	306	334	274	174	114	53	99	134	128	99	80	2232	
B					1				11	18	14	7	17	10	78	
C									3	3	5	4	4	2	21	
D			1			1	1	1	48	88	85	83	51	53	411	
E			2	2	1	1	1	1	77	133	151	144	118	77	707	
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456	

29. Please rate the convenience of the Manassas mid-day trains? (1 equals not convenient and 10 being very convenient)

1 2 3 4 5 6 7 8 9 10

Count	Train															
Q29	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
0	133	38	262	303	330	271	173	108	45	79	115	110	78	65	2110	
1			3	1	2	2		2	3	6	3	7	3	3	35	
2										1	1		4		6	
3									2	4	3	6	2	2	19	
4									1	7	6	4	1	1	20	
5					1				11	11	13	10	10	6	62	
6				2			1	1	4	4	11	12	12	4	51	
7	1						1		13	20	20	15	14	10	94	
8				2	2			2	20	41	54	35	37	24	217	
9				1					17	41	36	30	24	21	170	
10				2	2		1	3	76	127	130	138	105	88	672	
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456	

30. Are you familiar with our new program "Security Blanket" that indemnifies parents for daycare late charges due to late trains?

- a) Yes b) No

Count	Train															
Q30	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	11	2	18	9	26	25	11	7	6	10	20	15	10	6	176	
B	34	10	109	119	130	100	71	39	74	124	152	144	116	62	1284	
Grand Total	89	26	138	181	181	150	94	70	112	207	220	208	164	156	1996	
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456	

31. Would you use Saturday VRE service?

- a) For Work b) For pleasure
 c) I wouldn't use it d) Don't Know

Count	Train														Grand Total
Q31	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
A	5	1	5	1	3	6	4	1	1	4	3	5	6	2	47
B	15	10	31	39	28	31	31	23	17	30	48	40	34	35	412
C	56	14	116	135	169	133	75	50	84	152	157	156	124	105	1526
D	30	6	58	62	68	60	34	20	54	82	105	94	68	44	785
Grand Total	28	7	55	72	69	45	32	22	36	73	79	72	58	38	686
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

32. Please mark all that apply.

- a) I would use a later evening bus service (after the last train) to get me home on nights I work late
- b) (Fredericksburg Riders) I would be interested in mid-day bus (like JumpStart, but everyday) to get home in the middle of the day
- c) I would be interested in an earlier morning train (4:45-5:00 AM)

Count	Train														Grand Total
Q32	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
A	34	13	36	66	89	89	66	41	23	91	99	116	105	83	951
B	71	18	148	192	211	171	91	65		4	6	5		3	985
C	14	7	118	45	29	22	19	10	72	43	33	18	17	13	460
Grand Total	119	38	302	303	329	282	176	116	95	138	138	139	122	99	2396

33. 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														Grand Total
Q33	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
A	7	1	9	2	14	8	6	4	11	14	28	25	12	15	156
B	14	1	15	38	29	26	14	16	5	8	13	5	9	3	196
Grand Total	113	36	241	269	294	241	156	96	176	319	351	337	269	206	3104
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

34. Have you ever used VRE to sightsee?

- a) Yes
- b) No

Count	Train														Grand Total
Q34	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
A	2		2	1	4	3	4	1	1	3	7	4	2	5	39
B	20	12	65	73	97	71	50	38	44	90	110	99	79	52	900
Grand Total	112	26	198	235	236	201	122	77	147	248	275	264	209	167	2517
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

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

- a) Yes
- b) No

Count	Train														Grand Total

Count	Train														Grand Total
Q35	84	86	300	302	304	306	308	310	322	324	326	328	330	332	3456
A	2		3	2	5	2	4	2	2	3	3	7	2	2	39
B	74	26	163	199	220	182	115	81	120	212	249	221	207	146	2215
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

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

- a) Yes b) No

Count	Train														Grand Total
Q36	84	86	300	302	304	306	308	310	322	324	326	328	330	332	3456
A	3		2		4	4	3	1	1	4	3	5	3	3	36
B	55	12	145	168	177	129	79	49	102	177	183	184	131	85	1676
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

37. Have you ever viewed VRE's website?

- a) Yes b) No

Count	Train														Grand Total
Q37	84	86	300	302	304	306	308	310	322	324	326	328	330	332	3456
A	2		1	1	3	2	3	1	1	3	3	4	4	3	31
B	106	30	220	263	290	228	142	89	161	307	326	316	243	186	2907
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

38. When you need more detailed information about VRE, how to you go about getting it?

- a) I use the website b) I call VRE office (703-684-1001)
c) I call the VRE 800# d) I ask the conductor

Count	Train														Grand Total
Q38	84	86	300	302	304	306	308	310	322	324	326	328	330	332	3456
A	4	1	5	3	7	8	4	3	4	6	12	13	12	6	88
B	95	26	193	223	250	190	115	72	140	276	271	272	195	152	2470
C	10	4	17	25	31	30	19	14	16	18	37	26	24	15	286
D	19	5	26	40	36	31	26	18	15	26	46	35	37	36	396
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

39. Do you read "Commuter Weekly"?

- a) Every Week b) Most Weeks
c) Sometimes d) Never

Count	Train														Grand Total
Q39	84	86	300	302	304	306	308	310	322	324	326	328	330	332	3456
A	3		3	3	2	2	2	4	3	3	4	5	5	3	42

A	16	5	129	130	145	85	54	33	114	137	159	128	92	63	1290
B	17	8	56	74	73	67	44	25	32	93	95	75	78	61	798
C	49	15	69	89	96	85	61	38	35	95	111	127	88	77	1035
D	49	10	8	13	21	36	15	16	8	13	23	32	27	20	291
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

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

a) Yes

b) No

Count	Train														
Q40	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
	2		3	2	3	2	2	1	4	3	8	8	5	3	46
A	4		19	23	28	22	14	13	14	33	43	33	24	16	286
B	128	38	243	284	306	251	160	102	174	305	341	326	261	205	3124
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

41. 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														
Q41	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
0	131	36	243	281	303	249	157	100	172	307	342	323	260	204	3108
1		1		1	1	2	2	1	1	3	3	2	2	2	21
2					1				1		2		1		5
3				1			1				2	1			5
4				1	1	1			1	1	1	1		1	8
5				1	2		2		1		5	5	1		17
6	1		1		1	1	1		2	3	1	3			14
7				1	2	4		1	2	4	5	2	4	2	27
8			4	3	6	2	3	3	4	4	9	6	6	6	56
9	1		3	5	5	4	2	1	2	6	4	7	7	4	51
10	1	1	14	15	15	12	8	10	6	13	18	17	9	5	144
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

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

a) Yes

b) No

Count	Train														
Q42	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
	9	4	8	11	13	10	12	5	178	317	363	332	278	205	1745
A	12	5	90	118	101	73	45	28		5	2	2		2	483
B	113	29	167	180	223	192	119	83	14	19	27	33	12	17	1228
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

43. 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														Grand Total
Q43	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
0	122	33	177	191	236	201	131	89	191	332	382	360	283	217	2945
1	1		2	2	2	1		2			2	1			13
2	1		1	4	1	1	1								9
3			1		2		1	1							5
4	1		3	3											7
5			3	4	6	3	2	1		2		3		1	25
6			2	5	2	3	3			1				1	17
7		1	3	11	10	11	4	2		1	1		1	2	47
8	4	1	18	22	20	14	11	6		2	1		2		101
9	1	1	22	25	29	14	12	2		1	3				110
10	4	2	33	42	29	27	11	13	1	2	3	3	4	3	177
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

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

a) Yes

b) No

Count	Train														Grand Total
Q44	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
	17	4	17	20	20	27	14	14	12	21	25	41	27	16	275
A	94	25	212	250	275	227	146	89	151	280	323	290	236	174	2772
B	23	9	36	39	42	21	16	13	29	40	44	36	27	34	409
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

45. Do you

a) Own your home/townhouse/condo

b) Rent a home/townhouse/condo/apartment/room

Count	Train														Grand Total
Q45	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
	5	1	9	3	9	4	6	4	6	10	6	13	9	2	87
A	106	21	225	272	270	222	141	82	170	302	337	306	230	178	2862
B	23	16	31	34	58	49	29	30	16	29	49	48	51	44	507
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

46. 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														
Q46	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
	5	9	6	8	4	5	4	7	17	9	18	8	5	105	
A	45	15	81	99	120	92	60	32	53	93	116	105	88	57	1056
B	23	10	52	55	55	40	26	22	28	68	78	58	58	43	616
C	44	11	72	91	101	92	59	43	61	96	90	93	77	59	989
D	17	2	51	58	53	47	26	15	43	67	99	93	59	60	690
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

47. 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) WFVA AM/1230
- k) WJMO FM/99.5
- l) WGMS FM/103.5
- m) WHFS FM/99.1
- n) WHUR FM/96.3
- o) WINC FM/92.5
- p) WJFK FM/106.7
- q) WJYJ FM/90.5
- r) WJZW FM/105.9
- s) WKYS FM/93.9
- t) WMAL AM/630
- u) WMMJ FM/102.3
- v) WMZQ FM/98.7
- w) WPFW FM/89.3
- x) WPGC FM/95.5
- y) WPLC FM/94.3
- z) WRQX FM/107.3
- aa) WTEM AM/980
- bb) WTOP AM/FM
- cc) WWDC FM/101.1
- dd) WWRC AM/570
- ee) WWZZ FM/104.1
- ff) WYSK FM/99.3
- gg) Other

Count	Train
-------	-------

Q47	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	26	7	32	30	37	37	24	14	20	35	46	49	32	19	408
AA	9	7	13	11	15	11	10	8	7	21	36	22	27	18	215
B			2		1	2	1		1	3	5	1	3	3	22
BB	5		8	7	8	9	3	4	9	16	16	14	17	6	122
C	10	1	32	54	40	30	14	11	40	53	39	49	34	27	434
CC	2		6	10	15	8	3	4	9	15	27	22	9	9	139
D	2	4	6	7	9	11	5	2	2	10	10	12	10	11	101
DD	1	2	2	10	5	4	2		4	3	6	5	5	6	55
E			1				1	1				1			4
EE	2		13	10	10	8	7	1	21	22	28	22	16	7	167
F	6	2	3	4	5	6	3		2	6	8	11	4	6	66
FF	13	1	17	22	35	25	16	7		2	1		3		142
G				1	3	1	1								6
GG				1	2				1			1			5
H	14	3	12	9	12	16	13	8	3	8	6	8	9	4	125
HH	2	1	4	8	10	7	5	1	5	18	15	11	8	13	108
I	10	3	46	43	34	17	11	13	2	4	7		2	1	193
II	1	1	3	4	5	5	2	1					1		23
J			5	3	4	1	3		1	7	1	8	3	1	37
JJ			6	5	12	10	3	6	8	13	17	16	12	9	117
K	1			3	4	5	5	4	1	4	6	7	7	5	52
KK	6		14	20	16	8	8	1		2	9	5	3	7	99
L				1						1	2	5	4	3	16
LL	8	1	5	9	10	8	4	11	2	6	13	15	13	23	128
M		1	3	2	2	8	6	4	1	3	1	3	1	1	36
MM	3		6	8	14	11	5	4	10	16	12	11	10	3	113
N	1		3	2	4	4	3	6	2			5	1	1	32
NN			3	3	4	5	3	1	21	28	34	21	20	11	154
O				3	1	2				1	1			2	10
OO	3	1	10	9	3	5	6	2	9	29	25	19	19	15	155
P									1			1	1		3
PP	5	1	3	4	6	2	2			1			1	2	27
Q							1			1	2	1	1		6
QQ	4	2	7	11	9	8	4	2	10	13	19	22	14	11	136
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

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

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

Count	Train														Grand Total
Q48	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
	16	8	23	24	29	30	16	14	18	39	28	32	28	23	328
A	1		4	1	3	1	1			2	1	1		2	17
AA	1		2	3	4	4	1	5	2	3	3	1	4	3	36
B	3	1	3	2	4	9	3	2		1	2				30
BB	1		5	5	5	2	2	3	4	7	5	3	7	2	51
C													1		1
CC	17	4	32	20	33	11	15	9	13	19	23	27	17	11	251
D				1		2				1	1	1			6
DD							1								1
E										1	1				2
F			1	3							1				5
G	1														1
GG					1										1
I					1								1	1	3
J	1				1		1	1	1	1	1	2	1	1	11
M	1		1		2	2	1								7
N	33	9	66	83	84	84	39	25	53	89	136	128	95	60	984
O	1		4	3	5	3		1				1		1	19
P	14	2	16	30	32	25	27	11	9	24	32	27	32	35	316
Q	2		4	4	3	4	3	1		1	2			1	25
R	15	5	25	48	35	30	18	13	28	54	51	59	44	26	451
S	4	1	10	5	11	11	5	4	9	19	21	17	7	14	138
T	1	1	4	1	4	4	3	3		6	4	4	1	1	37
U	8	1	37	55	55	29	33	12	45	55	58	49	33	27	497
V	4	1	2	2	4	2		1	4		3	3	2	2	30
W	2		11	6	5	6	3	3		5	4	6	2		53
X		2	2		3	3	2	2		1	1	1		1	18
Y	1		3		1	1		2	1	2	1		3	2	17
Z	7	3	10	13	12	12	2	4	5	11	13	5	12	11	120
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

49. 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														
Q49	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
	4		2	1	6	2	3	3	2	6	4	6	6	2	47
A	36	11	49	48	61	54	28	13	30	34	69	74	58	39	604
B	21	6	37	40	44	35	19	18	20	52	49	48	38	33	460
C	24	6	55	62	78	50	35	17	43	85	81	83	61	59	739
D	11	1	22	32	40	36	24	16	25	48	41	46	34	25	401
E	9		17	26	17	15	13	9	8	30	28	18	25	13	228
F	15	6	48	57	50	41	28	25	31	44	68	56	34	30	533
G	14	8	35	43	41	42	26	15	33	42	52	36	34	23	444
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

50. 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) Website
- e) Metrocheck
- f) New job
- g) New home
- h) Newspaper ad
- i) Radio commercial
- j) Guaranteed Ride Home
- k) Joint service with Amtrak
- l) Free bus
- m) FREE Feeder bus at Rippon, Manassas, Woodbridge
- n) Cross honoring with MARC
- o) Other

Count	Train														Grand Total
Q50	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
A	13	2	19	21	18	15	7	5	4		3	10	4	5	126
B	13	4	21	12	15	18	13	4	6	11	20	26	30	16	209
C		2	4	1	2	3	2		5	3	5	5	1	2	35
D	4		3	3	4	7	1	2	3	3	8	7	13	5	63
E	2	1	1	10	5	5	4	1	10	5	8	8	7	4	71
F	24	6	31	33	42	39	16	10	18	23	45	46	39	23	395
G	6	2	11	11	15	17	11	3	11	13	16	21	17	17	171
H							1	1							2
I	1			3		2	1	1	1		4		2	1	16
J	2	1	5	4	5	9	2		2	3	4	7	2	1	47
K	9	2	4	3	1	8	1	3	2	1	3	3	3	1	44
L	2	1	2	1	2		1		1	2	3	1	1	2	19
M		1		1	1	2	2	1	1		1	1		1	12
N		1	1	2	1	2			1		1		1		10
O	9	2	18	18	9	13	8	4	10	11	15	16	12	13	158
Grand Total	85	25	120	123	120	140	70	35	75	75	136	151	132	91	1378

51. 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														Grand Total
Q51	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
A	27	7	62	73	103	73	45	27	60	80	98	95	73	52	875
B	15	5	21	28	22	27	13	18	11	21	34	23	17	19	274
	92	26	182	208	212	175	118	71	121	240	260	249	200	153	2307
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

52. If you recently changed jobs, did any of the following influence your decision?

- a) The commute was a big consideration in my job change
- b) The commute was some consideration in my job change
- c) Public transportation was a big consideration in my job change

- d) Public transportation was some consideration in my job change
- e) VRE was a major consideration in my job change
- f) VRE was some consideration in my job change

Count	Train														
Q52	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
	107	28	220	250	249	215	146	96	167	284	320	288	231	177	2778
A	11	4	22	25	37	25	14	7	9	19	28	27	19	22	269
B	2	2	9	10	11	8	6	2	5	14	15	10	12	5	111
C	6	1	1	7	8	7	3	4	3	6	3	13	4	5	71
D	1	2	1	2	2	4	2	1	1	5	3	5	1		30
E	3	1	10	9	20	14	3	3	4	7	16	15	14	11	130
F	4		2	6	10	2	2	3	3	6	7	9	9	4	67
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

53. Has VRE service improved over the last year?

- a) Yes
- b) No

Count	Train														
Q53	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
	51	11	51	53	73	69	37	24	37	45	69	80	69	46	715
A	69	23	179	244	234	175	115	81	144	277	301	258	195	152	2447
B	14	4	35	12	30	31	24	11	11	19	22	29	26	26	294
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

54. 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														Grand Total
Q54	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
A	26	15	56	85	72	61	36	33	51	85	94	82	76	52	824
B	104	30	237	269	295	228	147	90	165	309	341	300	256	195	2966
C	29	14	85	125	96	65	45	38	74	148	184	148	100	80	1231
D	65	19	155	200	219	166	101	64	129	248	284	260	199	135	2244
E	45	17	127	164	154	130	94	61	118	207	231	220	177	114	1859
F	30	14	111	127	106	61	60	43	68	115	171	147	118	83	1254
G	25	16	80	138	114	88	54	43	85	181	213	178	155	106	1476
Grand Total	324	125	851	1108	1056	799	537	372	690	1293	1518	1335	1081	765	11854

55. For whom do you work?

- a) Civilian government agency or position
- b) Military agency or position
- c) Private company
- d) Association
- e) Self Employed
- f) Other
- g) Tourist
- h) N/A

Count	Train														Grand Total
Q55	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
A	5	2	3	1	5	7	5	6	3	10	11	7	10	4	79
B	37	11	139	144	150	106	72	45	113	189	200	157	122	92	1577
C	1	1	41	40	33	21	9	5	23	43	45	27	6	6	301
D	63	17	68	96	124	119	58	42	46	81	108	123	98	80	1123
E	17	3	2	13	10	11	21	11	3	8	14	33	27	24	197
F	2	3	2	3		3	3	3	3	2	2	3	10	7	46
G	7		10	12	11	8	7	3		8	12	16	16	10	120
H					2		1	1					1	1	6
I	2	1			2				1			1			7
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

workforce by no later than October 1, 2000. Will this necessitate a change for your agency?

a) Yes

b) No

Count	Train														Grand Total
Q59	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
A	84	19	65	91	139	119	78	62	56	103	130	157	132	118	1353
B	6	1	70	81	89	46	37	19	40	87	90	55	55	18	694
Grand Total	45	18	129	135	109	108	62	34	96	151	170	155	102	87	1401
Grand Total	135	38	264	307	337	273	177	115	192	341	390	367	289	223	3448

60. If the answer to the above question is yes, has your agency communicated its plans to make this change as yet?

a) Yes

b) No

Count	Train														Grand Total
Q60	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
A	124	36	182	217	248	224	137	93	147	253	291	301	224	201	2678
B	2	1	9	17	24	18	11	3	12	12	21	16	21	9	176
Grand Total	9	1	73	73	65	31	29	19	33	76	78	50	44	13	594
Grand Total	135	38	264	307	337	273	177	115	192	341	390	367	289	223	3448

61. 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														Grand Total
Q61	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
A	38	13	114	120	116	98	76	41	97	154	183	164	111	91	1416
B	10	2	14	19	28	18	15	7	10	16	28	29	20	14	230
C	27	11	42	64	47	57	40	28	38	68	75	66	69	35	667
D	20	7	15	28	26	15	21	7	14	20	18	25	35	18	269
Grand Total	95	33	185	231	217	188	152	83	159	258	304	284	235	158	2582

62. How do you redeem your Metrochek?

a) By mail

b) Commuter store

- c) Union Station/Alexandria
d) Other Vendor e) L'Enfant Kiosk

Count	Train														
Q62	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
	103	30	151	189	226	176	109	75	110	189	237	220	196	142	2153
A	5		19	17	16	17	11	4	19	39	34	37	21	13	252
B	9	5	42	36	44	37	20	16	27	55	58	49	23	29	450
C	10	1	4	9	8	3	8	5	8	14	14	18	18	14	134
D	7	2	43	53	37	40	25	13	21	19	20	20	17	12	329
E			6	5	6	2	3	3	7	25	29	23	15	14	138
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

63. Ease of redeeming Metrocheks for VRE tickets? (1 being very hard- 10 being easy)

1 2 3 4 5 6 7 8 9 10

Count	Train														
Q63	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
0	104	30	150	193	225	175	103	76	109	191	236	215	193	141	2141
1	1		9	2	6	3	2		11	11	7	12	6	8	78
2	1	1	6	5	2	5	1	2	6	12	8	18	4	6	77
3	4		3	8	4	7	1	3	4	14	20	9	10	6	93
4	2		7	6	6	7	5	3	3	12	13	12	3	3	82
5	4		10	7	14	8	7	2	7	17	13	13	9	9	120
6	1		4	6	5	8	4		2	6	8	4	6	7	61
7	4	1	6	7	5	6	6	7	5	12	15	5	13	7	99
8	5		9	14	11	11	13	6	10	16	21	22	14	9	161
9	2		9	12	13	10	8	2	11	20	11	13	7	9	127
10	6	6	52	49	46	35	26	15	24	30	40	44	25	19	417
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

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

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

Count	Train														
Q64	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
	10	3	5	5	16	12	11	5	10	10	13	18	13	10	141
A	7	3	21	31	32	23	16	9	14	26	33	26	22	18	281
B	25	8	35	36	49	36	29	29	25	50	63	56	51	24	516
C	92	24	204	237	240	204	120	73	143	255	283	267	204	172	2518
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

THE FOLLOWING ARE FOR STATISTICAL PURPOSES ONLY

65. Your gender?

a) Male

b) Female

Count	Train														
Q65	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	3	4	4	4	13	3	5	4	5	7	9	9	8	2	80
B	66	18	179	202	201	161	96	67	137	241	248	214	163	137	2130
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

66. 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														
Q66	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	4	3	5	4	11	5	5	4	8	8	10	10	8	1	86
B	2												1	1	4
C	12	3	1	3	15	17	12	5	1	8	11	19	12	15	134
D	27	7	23	25	44	48	27	25	12	41	46	56	67	59	507
E	32	13	83	101	105	80	57	34	33	93	109	104	83	75	1002
F	40	9	108	115	127	80	48	36	95	137	164	123	81	52	1215
G	16	3	41	56	33	38	24	11	40	52	42	52	31	18	457
G	1		4	5	2	7	3	1	3	2	10	3	7	3	51
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

67. 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														
Q67	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
	8	5	18	14	13	13	12	8	16	28	24	25	20	8	212
A	6	1	5	2	5	7	4	2		1	1	4	5	8	51
B	19	5	20	21	37	33	21	20	8	19	24	32	24	20	303
C	26	10	67	56	79	60	29	29	31	45	80	67	58	37	674
D	39	7	69	92	86	59	44	30	57	99	104	84	65	63	898
E	21	5	54	67	71	61	29	17	44	74	78	75	49	40	685
F	15	5	32	57	46	42	37	10	36	75	81	80	69	48	633
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

68. How many children live at home?

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

Count	Train														
Q68	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
	5	4	7	7	14	9	11	4	9	11	13	17	12	3	126
A	64	15	117	147	166	135	87	45	96	145	170	182	136	114	1619
B	29	9	64	52	55	51	32	23	35	61	89	77	62	35	674
C	24	6	59	68	68	52	27	25	33	79	79	59	53	50	682
D	11	3	15	28	23	20	14	12	15	39	28	22	22	17	269
E	1		3	6	8	7	3	4	2	6	10	9	4	2	65
F		1		1	2	1	2	1	1		1	1		3	14
G					1			2	1		2		1		7
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

69. Do you have children in daycare?

- a) Yes b) No

Count	Train														
Q69	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
	9	3	10	12	22	8	11	4	8	18	17	21	20	6	169
A	18	7	22	30	37	23	19	13	9	26	34	33	51	31	353
B	107	28	233	267	278	244	146	99	175	297	341	313	219	187	2934
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

70. Do you have children in elementary school?

- a) Yes b) No

Count	Train														Grand Total
Q70	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
A	10	3	10	13	24	8	13	4	8	17	22	22	21	7	182
B	17	9	61	62	70	37	23	25	32	73	85	59	57	43	653
	107	26	194	234	243	230	140	87	152	251	285	286	212	174	2621
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

71. Is your commuting decision affected by daycare needs?

- a) Yes b) No

Count	Train														Grand Total
Q71	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
A	12	6	17	19	34	15	18	8	18	22	28	34	21	12	264
B	10	4	13	18	25	19	16	6	3	20	28	25	32	26	245
	112	28	235	272	278	241	142	102	171	299	336	308	237	186	2947
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

72. How many cars do you own?

- a) None b) 1 c) 2
d) 3 e) 4

Count	Train														Grand Total
Q72	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
A	6	3	11	7	13	9	7	3	8	9	14	15	9	2	116
B	3	2	1	1	2	3	2	2		4		8	4	3	35
C	37	9	48	43	81	68	48	31	39	40	66	81	68	56	715
D	61	20	134	159	162	133	78	56	96	202	226	185	150	118	1780
E	13	4	57	66	58	48	27	16	38	56	61	62	45	38	589
	14		14	33	21	14	14	8	11	30	25	16	14	7	221
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

73. Ethnic origin (optional)?

- a) Caucasian b) African American
c) Asian/Pacific Islander

- d) Hispanic
- f) Other

- e) American Indian

Count	Train														
Q73	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
	10	6	20	22	27	22	16	14	13	18	35	31	25	13	272
A	103	24	201	232	253	208	128	75	158	284	307	286	231	173	2663
B	15	4	24	33	38	30	23	16	9	13	18	17	9	17	266
C	1		4	5	3	3	3	2	4	8	15	15	14	11	88
D	2	1	6	4	11	5	2	2	2	10	9	10	6	1	71
E	1	2	4	4	3	3	2	2	1	5	4	3	2	1	37
F	2	1	6	9	2	4	2	5	5	3	4	5	3	8	59
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

74. Marital status:

- a) Married
- b) Single
- c) Widowed/Divorced

Count	Train														
Q74	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
	8	4	14	11	20	9	8	7	11	19	20	19	16	8	174
A	93	20	193	251	236	198	124	73	147	279	306	265	205	154	2544
B	23	5	40	24	50	45	29	20	16	28	49	60	51	49	489
C	10	9	18	23	31	23	15	16	18	15	17	23	18	13	249
Grand Total	134	38	265	309	337	275	176	116	192	341	392	367	290	224	3456

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/CSX 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
39	"Commuter Weekly" Comments
40	Car Lighting Problems
41	Requests for additional features
42	Complaints about staff
43	Federal Transit Check Comments
44	JumpStart Comments
45	Ticket Validator Problems
50	Other Comments

Count	Train														Grand Total
Comment #	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
1	13	1	23	33	21	37	19	22	16	48	56	52	48	34	423
2	4	2	21	24	35	30	13	9	8	20	29	20	32	19	266
3	12	3	8	5	2	3	3	1		3	1	2	4	1	48
4	3	1	1	2	7	2		1		3	4	3	3	2	32
6	2		5		1	3	1		1	6	7	4	8	4	42
7					2	1	1								4
8			2	1		2	2			1	2	1		1	12
9	2			1	2	2	1	1							9
10	2	1	3	4	3	4	3	2	2	2	2	5			33
11	2			2	3	1	1		2	2	5	4	2	1	25
12	1	1	4		4	3	3	3	2	3	3	2	2	1	32
13						2	1		3	2			1		9
14	5	1	9	21	20	14	9	7	9	21	25	13	17	11	182
15	2	1	6	7	5	6	6	2	9	10	15	8	10	4	91
16	2	1	3	2	3	1	2					2	3		19
17	2		5	4	5	3	2	2	2	3	3	2	5	5	43
18				1	2	4		1		1	4		1	2	16
19	15	2	11	4	14	12	5	2	2	3	5	6	8	5	94
20	1			1				1		3	1		1		8
21		1			2	4		1			3	1	1		13
22		1	2	2	2	2	2		1	3	2		1	2	20
23	4		3	7	2	1	3		2	3	4	2	5	4	40
24											1		1		2
25		1	4	1	3	1	2	2		2	3	3	4	1	27
26	2		1	3	6	2	2	1		4	2	2	2	3	30
27	2														2
28	5		9	9	14	7	2	4	2	5	11	9	6	3	86
29	5	1	6	4	3	1	2			3	1		1	1	28
30	2		2		3	2	2	1	1	5	2	6		2	28
31					2					1	1	2	1		7
32		1				1			1	5	6	6	6	2	28
33						3	1								4
34			1				1		1	1		1	2		7
35	1		2		1	1		1			3			1	10
36			3	3	6	1	1	2	1		3	1	3		24
37			5	6	3	2			2	10	14	12	10	5	69
38									2	4	7	9	6	11	39
39		1	1		1	1	2	2	3	4	3	3	3		24
40	2														2
41	1		6	3	3	3	3	1	2	3	8	1	5	6	45
42	1		6	8	6	4	5	2	2	2	2	5	6		49
43	1		1	1			1		1		1				6
44			3		1	2				1					7
45			1	1	2	1	1			3	3	4	2		18
50	2		5	3	6	6	2	4	3	6	4	6	2	2	51
Grand Total	96	20	162	163	195	175	104	75	80	196	246	197	212	133	2054

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	59	21	140	160	160	128	84	65	96	177	214	203	163	117	1787
B	47	12	91	122	126	100	73	31	65	129	142	128	97	80	1243
C	8	1	21	13	21	21	7	9	20	15	21	13	12	13	195
D	2		5	5	3	1		4	2	4	1	4	2	2	35
F				1	1		1								3
N	7	1	3	5	10	7	3	4	1	8	4	5	6	5	69
Grand Total	123	35	260	306	321	257	168	113	184	333	382	353	280	217	3332

Percent	Train														
G1	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	51%	62%	54%	53%	51%	51%	51%	60%	52%	54%	57%	58%	59%	55%	55%
B	41%	35%	35%	41%	41%	40%	44%	28%	36%	40%	38%	37%	35%	38%	38%
C	7%	3%	8%	4%	7%	8%	4%	8%	11%	5%	6%	4%	4%	6%	6%
D	2%	0%	2%	2%	1%	0%	0%	4%	1%	1%	0%	1%	1%	1%	1%
F	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%

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	67	22	162	178	183	135	100	75	110	190	221	212	182	134	1971
B	42	9	75	109	109	96	63	29	63	120	130	116	83	70	1114
C	12	2	20	19	25	21	4	6	13	15	30	23	14	14	218
D	1		2	2	2	4		3		4	1	3	1	2	25
F						1	1			1					3
N	2	2		4	2	2	1	1	2	1	2	3			22
Grand Total	124	35	259	308	323	259	170	114	187	332	383	356	283	220	3353

Percent	Train														
G2	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	55%	67%	63%	58%	57%	53%	60%	66%	59%	58%	58%	60%	65%	61%	59%
B	34%	27%	29%	35%	34%	37%	38%	26%	34%	36%	34%	33%	30%	32%	33%
C	10%	6%	8%	6%	8%	8%	2%	5%	7%	5%	8%	6%	5%	6%	7%
D	1%	0%	1%	1%	1%	2%	0%	3%	0%	1%	0%	1%	0%	1%	1%
F	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%

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	19	11	70	70	78	56	43	25	48	87	91	87	72	62	819
B	45	12	84	135	114	98	62	42	67	117	161	128	115	74	1254
C	34	8	60	56	63	53	35	21	39	69	70	70	54	44	676
D	9		24	25	33	13	11	7	13	29	24	26	15	16	245
F	4		7	7	10	4	3	2	5	6	6	4	2	12	72
N	10	2	11	13	20	26	13	13	9	16	24	32	18	9	216
Grand Total	121	33	256	306	318	250	167	110	181	324	376	347	276	217	3282

Percent	Train														
G3	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	17%	35%	29%	24%	26%	25%	28%	26%	28%	28%	26%	28%	28%	30%	27%
B	41%	39%	34%	46%	38%	44%	40%	43%	39%	38%	46%	41%	45%	36%	41%
C	31%	26%	24%	19%	21%	24%	23%	22%	23%	22%	20%	22%	21%	21%	22%
D	8%	0%	10%	9%	11%	6%	7%	7%	8%	9%	7%	8%	6%	8%	8%
F	4%	0%	3%	2%	3%	2%	2%	2%	3%	2%	2%	1%	1%	6%	2%
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	20	8	62	60	78	51	45	25	53	94	94	93	78	54	815
B	17	5	50	62	52	53	25	22	31	51	67	64	48	33	580
C	11	4	14	27	20	22	15	12	16	31	35	23	22	21	273
D	1	1	12	11	15	10	8	4	3	9	11	15	16	7	123
F	4		5	7	6	4	4	6	2	1	9	5	1	5	59
N	58	12	100	124	131	110	65	40	65	132	150	144	105	83	1319
Grand Total	111	30	243	291	302	250	162	109	170	318	366	344	270	203	3169

Percent	Train														
G4	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	38%	44%	43%	36%	46%	36%	46%	36%	50%	51%	44%	47%	47%	45%	44%
B	32%	28%	35%	37%	30%	38%	26%	32%	30%	27%	31%	32%	29%	28%	31%
C	21%	22%	10%	16%	12%	16%	15%	17%	15%	17%	16%	12%	13%	18%	15%
D	2%	6%	8%	7%	9%	7%	8%	6%	3%	5%	5%	8%	10%	6%	7%
F	8%	0%	3%	4%	4%	3%	4%	9%	2%	1%	4%	3%	1%	4%	3%
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	13	2	50	50	54	39	31	21	30	48	60	61	43	34	536
B	25	4	61	75	70	52	29	16	41	75	61	66	53	24	652
C	11	4	20	24	26	25	10	8	20	30	23	27	20	16	264
D	2		5	6	6	6	2	1	2	8	11	7	5	4	65
F	4		4	3	3	1	4	3	3	3	2	5	4	4	43
N	51	17	101	129	142	115	81	56	73	144	199	166	140	117	1531
Grand Total	106	27	241	287	301	238	157	105	169	308	356	332	265	199	3091

Percent	Train														
G5	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	24%	20%	36%	32%	34%	32%	41%	43%	31%	29%	38%	37%	34%	41%	34%
B	45%	40%	44%	47%	44%	42%	38%	33%	43%	46%	39%	40%	42%	29%	42%
C	20%	40%	14%	15%	16%	20%	13%	16%	21%	18%	15%	16%	16%	20%	17%
D	4%	0%	4%	4%	4%	5%	3%	2%	2%	5%	7%	4%	4%	5%	4%
F	7%	0%	3%	2%	2%	1%	5%	6%	3%	2%	1%	3%	3%	5%	3%
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	16	1	54	53	60	47	31	22	29	61	58	61	43	38	574
B	23	7	58	80	68	48	29	13	41	74	68	67	55	23	654
C	9	2	19	23	24	18	8	8	20	28	26	30	16	12	243
D	3		8	5	6	8	4	3	4	3	4	7	7	3	65
F	2		1	4	2	1	3	1	2	2		3	2	2	25
N	54	17	101	123	138	113	81	59	71	144	200	164	139	115	1519
Grand Total	107	27	241	288	298	235	156	106	167	312	356	332	262	193	3080

Percent	Train														
G6	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	30%	10%	39%	32%	38%	39%	41%	47%	30%	36%	37%	36%	35%	49%	37%
B	43%	70%	41%	48%	43%	39%	39%	28%	43%	44%	44%	40%	45%	29%	42%
C	17%	20%	14%	14%	15%	15%	11%	17%	21%	17%	17%	18%	13%	15%	16%
D	6%	0%	6%	3%	4%	7%	5%	6%	4%	2%	3%	4%	6%	4%	4%
F	4%	0%	1%	2%	1%	1%	4%	2%	2%	1%	0%	2%	2%	3%	2%
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	24	3	80	69	102	60	44	27	51	89	114	95	72	64	894
B	46	14	91	143	117	98	66	39	67	152	140	154	122	74	1323
C	22	5	35	33	46	49	26	21	32	49	55	48	32	31	484
D	1	2	5	4	5	3	4		1	3	3	3	2	6	42
F				1					1		1		1	2	6
N	18	5	39	44	37	33	24	24	27	32	57	46	45	31	462
Grand Total	111	29	250	294	307	243	164	111	179	325	370	346	274	208	3211

Percent	Train														
G7	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	26%	13%	38%	28%	38%	29%	31%	31%	34%	30%	36%	32%	31%	36%	33%
B	49%	58%	43%	57%	43%	47%	47%	45%	44%	52%	45%	51%	53%	42%	48%
C	24%	21%	17%	13%	17%	23%	19%	24%	21%	17%	18%	16%	14%	18%	18%
D	1%	8%	2%	2%	2%	1%	3%	0%	1%	1%	1%	1%	1%	3%	2%
F	0%	0%	0%	0%	0%	0%	0%	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%

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	22	5	71	62	89	59	44	24	41	80	93	87	66	56	799
B	38	14	79	119	106	75	60	28	54	130	124	126	105	65	1123
C	23	4	35	42	52	44	20	17	32	60	59	49	33	34	504
D	1		10	12	8	8	2	9	11	7	10	8	6	3	95
F	1		2	2	1	1		1		1	2	2		1	14
N	25	7	49	52	51	50	38	27	39	44	76	67	61	46	632
Grand Total	110	30	246	289	307	237	164	106	177	322	364	339	271	205	3167

Percent	Train														
G8	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	26%	22%	36%	26%	35%	32%	35%	30%	30%	29%	32%	32%	31%	35%	32%
B	45%	61%	40%	50%	41%	40%	48%	35%	39%	47%	43%	46%	50%	41%	44%
C	27%	17%	18%	18%	20%	24%	16%	22%	23%	22%	20%	18%	16%	21%	20%
D	1%	0%	5%	5%	3%	4%	2%	11%	8%	3%	3%	3%	3%	2%	4%
F	1%	0%	1%	1%	0%	1%	0%	1%	0%	0%	1%	1%	0%	1%	1%
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	19	2	59	59	59	43	39	20	40	56	60	53	49	41	599
B	18	5	51	75	65	52	27	12	41	78	68	59	43	27	621
C	8	1	28	26	31	27	10	9	22	29	32	27	26	11	287
D	1	1	7	6	4	5	3	2	4	10	4	6	4	2	59
F				1	1	2	2				1	2	2		11
N	60	18	96	120	137	106	83	57	64	134	188	179	134	117	1493
Grand Total	106	27	241	287	297	235	164	100	171	307	353	326	258	198	3070

Percent	Train														
G9	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	41%	22%	41%	35%	37%	33%	48%	47%	37%	32%	36%	36%	40%	51%	38%
B	39%	56%	35%	45%	41%	40%	33%	28%	38%	45%	41%	40%	35%	33%	39%
C	17%	11%	19%	16%	19%	21%	12%	21%	21%	17%	19%	18%	21%	14%	18%
D	2%	11%	5%	4%	3%	4%	4%	5%	4%	6%	2%	4%	3%	2%	4%
F	0%	0%	0%	1%	1%	2%	2%	0%	0%	0%	1%	1%	2%	0%	1%
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	13	3	49	38	35	31	23	16	33	40	43	44	35	31	434
B	19	6	61	92	80	51	38	15	46	86	75	71	60	42	742
C	15	2	30	48	44	41	20	13	24	53	53	42	27	15	427
D	3		5	9	4	4	3		1	3	4	4	3	4	47
F		1		1	2	1	2		2	1	2		2	1	15
N	48	18	84	98	125	96	72	53	56	108	169	153	118	88	1286
Grand Total	98	30	229	286	290	224	158	97	162	291	346	314	245	181	2951

Percent	Train														
G10	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	26%	25%	34%	20%	21%	24%	27%	36%	31%	22%	24%	27%	28%	33%	26%
B	38%	50%	42%	49%	48%	40%	44%	34%	43%	47%	42%	44%	47%	45%	45%
C	30%	17%	21%	26%	27%	32%	23%	30%	23%	29%	30%	26%	21%	16%	26%
D	6%	0%	3%	5%	2%	3%	3%	0%	1%	2%	2%	2%	2%	4%	3%
F	0%	8%	0%	1%	1%	1%	2%	0%	2%	1%	1%	0%	2%	1%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

11) Commuter Weekly

Count	Train														
G11	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	12	5	51	47	45	42	24	18	28	43	55	44	45	27	486
B	22	10	91	120	111	71	59	35	62	118	128	109	93	68	1097
C	26	2	63	80	89	71	44	28	51	100	106	101	75	55	891
D	8	1	12	13	21	18	13	7	7	24	26	21	16	15	202
F	2	2	3	4	7	5	6	1	8	7	5	7	7	2	66
N	33	10	13	25	27	31	17	14	11	21	47	47	27	22	345
Grand Total	103	30	233	289	300	238	163	103	167	313	367	329	263	189	3087

Percent	Train														
G11	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	17%	25%	23%	18%	16%	20%	16%	20%	18%	15%	17%	16%	19%	16%	18%
B	31%	50%	41%	45%	41%	34%	40%	39%	40%	40%	40%	39%	39%	41%	40%
C	37%	10%	29%	30%	33%	34%	30%	31%	33%	34%	33%	36%	32%	33%	32%
D	11%	5%	5%	5%	8%	9%	9%	8%	4%	8%	8%	7%	7%	9%	7%
F	3%	10%	1%	2%	3%	2%	4%	1%	5%	2%	2%	2%	3%	1%	2%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

TRAIN CREW MEMBERS:

12) Are Knowledgeable About VRE Operations

Count	Train														
G12	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	59	23	146	168	150	127	88	76	91	179	224	199	168	125	1823
B	41	9	80	107	125	91	62	21	61	111	127	109	81	65	1090
C	9	2	13	12	20	16	5	6	18	19	15	11	12	8	166
D	2		1		1	3	1	1	1	1	1	1	1	1	15
F					1										1
N	5		10	16	15	14	9	3	8	13	13	19	8	10	143
Grand Total	116	34	250	303	312	251	165	107	179	323	380	339	270	209	3238

Percent	Train														
G12	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	53%	68%	61%	59%	51%	54%	56%	73%	53%	58%	61%	62%	64%	63%	59%
B	37%	26%	33%	37%	42%	38%	40%	20%	36%	36%	35%	34%	31%	33%	35%
C	8%	6%	5%	4%	7%	7%	3%	6%	11%	6%	4%	3%	5%	4%	5%
D	2%	0%	0%	0%	0%	1%	1%	1%	1%	0%	0%	0%	0%	1%	0%
F	0%	0%	0%	0%	0%	0%	0%	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%

13) Are Helpful

Count	Train														
G13	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	68	25	161	185	178	138	110	79	110	203	248	222	184	136	2047
B	39	9	75	100	108	87	51	23	60	103	113	99	74	65	1006
C	10		9	11	19	20	8	7	11	13	14	9	11	10	152
D				3	5	2		1		1	1	2	1	1	17
F						1	1			1					3
N	1		4	5	3	4		2	2	4	4	8	3	1	41
Grand Total	118	34	249	304	313	252	170	112	183	325	380	340	273	213	3266

Percent	Train														
G13	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	58%	74%	66%	62%	57%	56%	65%	72%	61%	63%	66%	67%	68%	64%	63%
B	33%	26%	31%	33%	35%	35%	30%	21%	33%	32%	30%	30%	27%	31%	31%
C	9%	0%	4%	4%	6%	8%	5%	6%	6%	4%	4%	3%	4%	5%	5%
D	0%	0%	0%	1%	2%	1%	0%	1%	0%	0%	0%	1%	0%	0%	1%
F	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%

14) Are Courteous

Count	Train														
G14	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	67	24	168	189	186	145	109	82	103	214	257	226	194	136	2100
B	41	9	69	97	98	83	55	22	64	96	104	99	63	60	960
C	9	1	9	12	25	19	4	5	12	12	16	12	12	15	163
D			1	2	2	2		3	1	3	1	2	1		18
F				1	1	1	1			1			1		6
N	1		2	2	2	2			2	1	1	4	3	1	21
Grand Total	118	34	249	303	314	252	169	112	182	327	379	343	274	212	3268

Percent	Train														
G14	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	57%	71%	68%	63%	60%	58%	64%	73%	57%	66%	68%	67%	72%	64%	65%
B	35%	26%	28%	32%	31%	33%	33%	20%	36%	29%	28%	29%	23%	28%	30%
C	8%	3%	4%	4%	8%	8%	2%	4%	7%	4%	4%	4%	4%	7%	5%
D	0%	0%	0%	1%	1%	1%	0%	3%	1%	1%	0%	1%	0%	0%	1%
F	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%

15) Make Regular Station Announcements

Count	Train														
G15	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	58	17	147	161	156	120	86	73	95	194	241	211	164	125	1848
B	37	12	68	111	96	87	60	23	64	99	116	105	78	57	1013
C	18	4	20	24	50	31	19	12	18	20	18	18	20	22	294
D	1		9	3	8	6	3	4	4	7	2	5	2	3	57
F	2		1		2	5	1			3	2	1	3	2	22
N	1	1	2	2	1	2			2	2	1	2	5	2	23
Grand Total	117	34	247	301	313	251	169	112	183	325	380	342	272	211	3257

Percent	Train														
G15	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	50%	52%	60%	54%	50%	48%	51%	65%	52%	60%	64%	62%	61%	60%	57%
B	32%	36%	28%	37%	31%	35%	36%	21%	35%	31%	31%	31%	29%	27%	31%
C	16%	12%	8%	8%	16%	12%	11%	11%	10%	6%	5%	5%	7%	11%	9%
D	1%	0%	4%	1%	3%	2%	2%	4%	2%	2%	1%	1%	1%	1%	2%
F	2%	0%	0%	0%	1%	2%	1%	0%	0%	1%	1%	0%	1%	1%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

16) Make Timely Delay Announcements

Count	Train														
G16	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	39	16	119	122	111	85	66	61	77	138	180	159	137	92	1402
B	37	8	76	115	109	99	70	30	54	108	119	110	80	66	1081
C	25	3	23	41	64	40	20	12	33	47	57	41	33	32	471
D	9	2	25	12	15	16	8	6	13	22	12	17	12	13	182
F	4	2	3	8	9	5	1	1	2	4	3	1	1	3	47
N	3	2	1	3	4	6	4	1	2	3	6	12	10	4	61
Grand Total	117	33	247	301	312	251	169	111	181	322	377	340	273	210	3244

Percent	Train														
G16	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	34%	52%	48%	41%	36%	35%	40%	55%	43%	43%	49%	48%	52%	45%	44%
B	32%	26%	31%	39%	35%	40%	42%	27%	30%	34%	32%	34%	30%	32%	34%
C	22%	10%	9%	14%	21%	16%	12%	11%	18%	15%	15%	13%	13%	16%	15%
D	8%	6%	10%	4%	5%	7%	5%	5%	7%	7%	3%	5%	5%	6%	6%
F	4%	6%	1%	3%	3%	2%	1%	1%	1%	1%	1%	0%	0%	1%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

17) Present a Professional Appearance

Count	Train														
G17	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	61	22	156	180	167	132	98	82	106	199	247	228	191	136	2005
B	39	11	77	107	121	95	61	24	65	111	117	99	68	66	1061
C	17	1	14	13	20	21	9	6	11	15	13	11	9	9	169
D			1	1	2	2	1			2	2	3	2	1	17
F			1		1							1			3
N				1	2	1			1	1	1	2	3		12
Grand Total	117	34	249	302	313	251	169	112	183	328	380	344	273	212	3267

Percent	Train														
G17	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	52%	65%	63%	60%	54%	53%	58%	73%	58%	61%	65%	67%	71%	64%	62%
B	33%	32%	31%	36%	39%	38%	36%	21%	36%	34%	31%	29%	25%	31%	33%
C	15%	3%	6%	4%	6%	8%	5%	5%	6%	5%	3%	3%	3%	4%	5%
D	0%	0%	0%	0%	1%	1%	1%	0%	0%	1%	1%	1%	1%	0%	1%
F	0%	0%	0%	0%	0%	0%	0%	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%

18) Overall Crew Performance

Count	Train														
G18	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	62	23	146	172	158	125	96	78	98	200	232	214	182	130	1916
B	45	11	88	115	133	105	67	27	70	112	135	113	80	73	1174
C	10		12	14	19	18	5	7	12	13	9	11	10	10	150
D	1		2		3	1	1			1	1	2	1		13
F						1									1
N				2	3	1			2	2	3	2	3		18
Grand Total	118	34	248	303	316	251	169	112	182	328	380	342	276	213	3272

Percent	Train														
G18	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	53%	68%	59%	57%	50%	50%	57%	70%	54%	61%	62%	63%	67%	61%	59%
B	38%	32%	35%	38%	42%	42%	40%	24%	39%	34%	36%	33%	29%	34%	36%
C	8%	0%	5%	5%	6%	7%	3%	6%	7%	4%	2%	3%	4%	5%	5%
D	1%	0%	1%	0%	1%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%
F	0%	0%	0%	0%	0%	0%	0%	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%

VRE OPERATIONS:

19) Convenience of schedules

Count	Train														
G19	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	24	12	74	91	84	64	48	31	61	103	128	123	90	68	1001
B	53	10	113	147	152	121	87	54	88	163	204	169	133	97	1591
C	28	9	46	48	56	42	24	20	25	45	43	42	46	41	515
D	9	2	15	13	15	21	7	3	7	10	2	8	4	7	123
F	2	1		1	3	2	1	1	2		1	2			16
N	1				1					1		1	2		6
Grand Total	117	34	248	300	311	250	167	109	183	322	378	345	275	213	3252

Percent	Train														
G19	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	21%	35%	30%	30%	27%	26%	29%	28%	33%	32%	34%	36%	33%	32%	31%
B	46%	29%	46%	49%	49%	48%	52%	50%	48%	51%	54%	49%	49%	46%	49%
C	24%	26%	19%	16%	18%	17%	14%	18%	14%	14%	11%	12%	17%	19%	16%
D	8%	6%	6%	4%	5%	8%	4%	3%	4%	3%	1%	2%	1%	3%	4%
F	2%	3%	0%	0%	1%	1%	1%	1%	1%	0%	0%	1%	0%	0%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

20) On-time performance

Count	Train														
G20	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	23	12	60	66	63	54	44	40	49	91	130	130	82	63	907
B	56	11	116	187	176	125	89	50	101	180	204	175	143	119	1732
C	35	11	58	39	50	54	28	18	30	48	38	34	32	24	499
D	5		13	7	20	16	8	4	3	5	7	3	15	5	111
F	2		1	4	2	4	1			1	1			1	17
N					1							4	4		9
Grand Total	121	34	248	303	312	253	170	112	183	325	380	346	276	212	3275

Percent	Train														
G20	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	19%	35%	24%	22%	20%	21%	26%	36%	27%	28%	34%	38%	30%	30%	28%
B	46%	32%	47%	62%	57%	49%	52%	45%	55%	55%	54%	51%	53%	56%	53%
C	29%	32%	23%	13%	16%	21%	16%	16%	16%	15%	10%	10%	12%	11%	15%
D	4%	0%	5%	2%	6%	6%	5%	4%	2%	2%	2%	1%	6%	2%	3%
F	2%	0%	0%	1%	1%	2%	1%	0%	0%	0%	0%	0%	0%	0%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

21) Cleanliness of trains

Count	Train														
G21	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	42	16	132	165	143	118	75	67	92	217	258	215	153	119	1812
B	57	15	92	130	139	109	80	37	79	101	111	116	107	79	1252
C	16	1	20	8	26	20	11	7	11	7	9	12	10	11	169
D	2	2	4	2	3	3	1				2	2	4	2	27
F	1		2		1	2								1	7
N	1				1							1	2		5
Grand Total	119	34	250	305	313	252	167	111	182	325	380	346	276	212	3272

Percent	Train														
G21	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	36%	47%	53%	54%	46%	47%	45%	60%	51%	67%	68%	62%	56%	56%	55%
B	48%	44%	37%	43%	45%	43%	48%	33%	43%	31%	29%	34%	39%	37%	38%
C	14%	3%	8%	3%	8%	8%	7%	6%	6%	2%	2%	3%	4%	5%	5%
D	2%	6%	2%	1%	1%	1%	1%	0%	0%	0%	1%	1%	1%	1%	1%
F	1%	0%	1%	0%	0%	1%	0%	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%

22) Cleanliness of stations

Count	Train														
G22	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	32	11	88	114	110	98	59	52	84	175	210	183	143	111	1470
B	41	15	104	129	140	108	73	40	73	122	133	135	111	83	1307
C	28	5	41	48	47	32	26	16	20	26	27	20	13	14	363
D	11	3	11	7	9	10	6	3	3	1	2	1	5	2	74
F	3		4	3	4	3	1				2		1		21
N	1		1		3	1	1					5	2	1	15
Grand Total	116	34	249	301	313	252	166	111	180	324	374	344	275	211	3250

Percent	Train														
G22	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	28%	32%	35%	38%	35%	39%	36%	47%	47%	54%	56%	54%	52%	53%	45%
B	36%	44%	42%	43%	45%	43%	44%	36%	41%	38%	36%	40%	41%	40%	40%
C	24%	15%	17%	16%	15%	13%	16%	14%	11%	8%	7%	6%	5%	7%	11%
D	10%	9%	4%	2%	3%	4%	4%	3%	2%	0%	1%	0%	2%	1%	2%
F	3%	0%	2%	1%	1%	1%	1%	0%	0%	0%	1%	0%	0%	0%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

23) Communication between VRE management and passengers

Count	Train														
G23	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	22	7	70	50	66	57	42	30	42	73	98	90	72	52	771
B	40	13	94	133	130	98	57	36	75	136	161	135	105	78	1291
C	31	8	50	74	58	50	38	23	32	59	65	55	53	34	630
D	4	1	14	9	14	10	6	4	14	17	11	11	4	9	128
F	3		3	6	7	1	2	3		2	1	4		1	33
N	16	4	15	27	30	31	20	11	13	31	35	38	31	24	326
Grand Total	116	33	246	299	305	247	165	107	176	318	371	333	265	198	3179

Percent	Train														
G23	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	22%	24%	30%	18%	24%	26%	29%	31%	26%	25%	29%	31%	31%	30%	27%
B	40%	45%	41%	49%	47%	45%	39%	38%	46%	47%	48%	46%	45%	45%	45%
C	31%	28%	22%	27%	21%	23%	26%	24%	20%	21%	19%	19%	23%	20%	22%
D	4%	3%	6%	3%	5%	5%	4%	4%	9%	6%	3%	4%	2%	5%	4%
F	3%	0%	1%	2%	3%	0%	1%	3%	0%	1%	0%	1%	0%	1%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Count	Train														
G24	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	14	4	37	22	36	30	25	22	21	33	37	41	33	21	376
B	23	6	45	73	68	53	33	23	36	69	84	59	50	39	661
C	11	4	28	30	35	29	20	15	17	32	40	35	29	22	347
D	2	1	12	12	9	7	1	2	9	8	8	11	3	7	92
F	2		3	3	2	2		3	2	1		2			20
N	52	14	100	130	131	104	73	39	75	144	181	155	125	98	1421
Grand Total	104	29	225	270	281	225	152	104	160	287	350	303	240	187	2917

Percent	Train														
G24	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	27%	27%	30%	16%	24%	25%	32%	34%	25%	23%	22%	28%	29%	24%	25%
B	44%	40%	36%	52%	45%	44%	42%	35%	42%	48%	50%	40%	43%	44%	44%
C	21%	27%	22%	21%	23%	24%	25%	23%	20%	22%	24%	24%	25%	25%	23%
D	4%	7%	10%	9%	6%	6%	1%	3%	11%	6%	5%	7%	3%	8%	6%
F	4%	0%	2%	2%	1%	2%	0%	5%	2%	1%	0%	1%	0%	0%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

25) Reliability of ticket vending machines

Count	Train														
G25	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	27	7	50	46	58	52	31	25	27	62	68	59	41	36	589
B	37	11	73	111	112	87	53	38	70	125	145	108	88	81	1139
C	23	10	50	78	79	54	44	27	53	86	101	87	76	49	817
D	13	2	18	22	21	26	16	11	13	19	33	43	40	22	299
F	2		8	5	1	5	3	2		6	7	6	7	3	55
N	10	4	39	35	37	23	15	6	13	25	22	36	16	15	296
Grand Total	112	34	238	297	308	247	162	109	176	323	376	339	268	206	3195

Percent	Train														
G25	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	26%	23%	25%	18%	21%	23%	21%	24%	17%	21%	19%	19%	16%	19%	20%
B	36%	37%	37%	42%	41%	39%	36%	37%	43%	42%	41%	36%	35%	42%	39%
C	23%	33%	25%	30%	29%	24%	30%	26%	33%	29%	29%	29%	30%	26%	28%
D	13%	7%	9%	8%	8%	12%	11%	11%	8%	6%	9%	14%	16%	12%	10%
F	2%	0%	4%	2%	0%	2%	2%	2%	0%	2%	2%	2%	3%	2%	2%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

26) Reliability of ticket validators

Count	Train														
G26	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	18	6	35	28	29	31	24	18	21	27	31	35	31	29	363
B	33	11	63	87	101	65	42	26	48	76	115	78	58	58	861
C	28	11	68	91	89	74	43	40	64	127	109	112	91	61	1008
D	17	4	43	56	55	46	35	17	26	48	75	63	54	28	567
F	8	2	10	13	9	12	5	3	5	13	11	15	12	4	122
N	8		22	19	24	19	15	4	16	26	35	31	19	24	262
Grand Total	112	34	241	294	307	247	164	108	180	317	376	334	265	204	3183

Percent	Train														
G26	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	17%	18%	16%	10%	10%	14%	16%	17%	13%	9%	9%	12%	13%	16%	12%
B	32%	32%	29%	32%	36%	29%	28%	25%	29%	26%	34%	26%	24%	32%	29%
C	27%	32%	31%	33%	31%	32%	29%	38%	39%	44%	32%	37%	37%	34%	35%
D	16%	12%	20%	20%	19%	20%	23%	16%	16%	16%	22%	21%	22%	16%	19%
F	8%	6%	5%	5%	3%	5%	3%	3%	3%	4%	3%	5%	5%	2%	4%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

27) Ease of buying a ticket

Count	Train															
G27	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	45	14	102	108	123	93	67	43	69	107	132	131	106	70	1210	
B	35	14	81	130	122	100	70	36	67	142	166	128	103	94	1288	
C	29	5	36	44	45	39	20	17	34	51	60	65	45	33	523	
D	5		11	10	15	8	8	8	6	16	14	11	13	8	133	
F	1		7	6		4			2	5	3	1	3	1	5	38
N	1	1	7	4	8	1	2	2	1	2	4	4	4	1	42	
Grand Total	116	34	244	302	313	245	167	108	182	321	377	342	272	211	3234	

Percent	Train														
G27	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	39%	42%	43%	36%	40%	38%	41%	41%	38%	34%	35%	39%	40%	33%	38%
B	30%	42%	34%	44%	40%	41%	42%	34%	37%	45%	45%	38%	38%	45%	40%
C	25%	15%	15%	15%	15%	16%	12%	16%	19%	16%	16%	19%	17%	16%	16%
D	4%	0%	5%	3%	5%	3%	5%	8%	3%	5%	4%	3%	5%	4%	4%
F	1%	0%	3%	2%	0%	2%	0%	2%	3%	1%	0%	1%	0%	2%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

28) Ease of using Metrocheks

Count	Train														
G28	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	10	6	54	41	51	30	36	20	28	37	36	44	36	25	454
B	13	4	39	52	50	39	23	13	24	49	54	52	29	31	472
C	11		17	31	27	17	24	14	17	34	51	41	25	24	333
D	6	1	18	13	10	17	3	3	19	26	29	24	16	14	199
F	2		7	5	3	2	1	1	8	16	6	7	9	6	73
N	54	18	94	139	146	121	61	48	59	136	177	156	134	79	1422
Grand Total	96	29	229	281	287	226	148	99	155	298	353	324	249	179	2953

Percent	Train														
G28	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	24%	55%	40%	29%	36%	29%	41%	39%	29%	23%	20%	26%	31%	25%	30%
B	31%	36%	29%	37%	35%	37%	26%	25%	25%	30%	31%	31%	25%	31%	31%
C	26%	0%	13%	22%	19%	16%	28%	27%	18%	21%	29%	24%	22%	24%	22%
D	14%	9%	13%	9%	7%	16%	3%	6%	20%	16%	16%	14%	14%	14%	13%
F	5%	0%	5%	4%	2%	2%	1%	2%	8%	10%	3%	4%	8%	6%	5%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

29) Station parking availability

Count	Train														
G29	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	41	13	136	164	157	123	96	53	83	136	138	126	109	73	1448
B	37	8	67	91	104	81	47	32	65	110	139	100	64	54	999
C	14	5	22	29	29	26	16	10	18	42	48	53	38	28	378
D	12	3	5	5	9	6	4	2	6	20	28	34	31	23	188
F	1	1	5		2	4		3	4	5	12	17	19	26	99
N	10	2	7	15	11	6	4	10	3	8	11	10	11	5	113
Grand Total	115	32	242	304	312	246	167	110	179	321	376	340	272	209	3225

Percent	Train														
G29	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	39%	43%	58%	57%	52%	51%	59%	53%	47%	43%	38%	38%	42%	36%	47%
B	35%	27%	29%	31%	35%	34%	29%	32%	37%	35%	38%	30%	25%	26%	32%
C	13%	17%	9%	10%	10%	11%	10%	10%	10%	13%	13%	16%	15%	14%	12%
D	11%	10%	2%	2%	3%	3%	2%	2%	3%	6%	8%	10%	12%	11%	6%
F	1%	3%	2%	0%	1%	2%	0%	3%	2%	2%	3%	5%	7%	13%	3%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

30) Public address system on train

Count	Train														
G30	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	19	3	43	65	48	40	24	20	30	62	91	63	54	36	598
B	31	9	97	107	118	71	62	35	58	136	169	167	115	84	1259
C	36	12	62	91	88	71	49	36	60	98	88	78	72	55	896
D	18	3	31	26	38	41	27	11	15	24	18	16	17	22	307
F	4	1	10	11	13	20	5	5	12	4	5	3	3	8	104
N	4	3	5	4	5	5		1	1		7	10	6	1	52
Grand Total	112	31	248	304	310	248	167	108	176	324	378	337	267	206	3216

Percent	Train														
G30	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	18%	11%	18%	22%	16%	16%	14%	19%	17%	19%	25%	19%	21%	18%	19%
B	29%	32%	40%	36%	39%	29%	37%	33%	33%	42%	46%	51%	44%	41%	40%
C	33%	43%	26%	30%	29%	29%	29%	34%	34%	30%	24%	24%	28%	27%	28%
D	17%	11%	13%	9%	12%	17%	16%	10%	9%	7%	5%	5%	7%	11%	10%
F	4%	4%	4%	4%	4%	8%	3%	5%	7%	1%	1%	1%	1%	4%	3%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

31) Public address system on platform

Count	Train														
G31	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	20	7	47	53	58	46	38	23	30	52	65	55	57	36	587
B	27	9	86	115	122	77	60	38	53	107	113	117	86	57	1067
C	32	10	64	91	75	68	41	32	59	100	114	110	62	65	923
D	19	3	34	29	35	31	21	10	24	48	59	33	44	28	418
F	10	3	10	9	10	19	4	2	10	16	18	13	14	16	154
N	3	1	5	4	6	4	1	5	2	2	7	9	5	2	56
Grand Total	111	33	246	301	306	245	165	110	178	325	376	337	268	204	3205

Percent	Train														
G31	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	19%	22%	20%	18%	19%	19%	23%	22%	17%	16%	18%	17%	22%	18%	19%
B	25%	28%	36%	39%	41%	32%	37%	36%	30%	33%	31%	36%	33%	28%	34%
C	30%	31%	27%	31%	25%	28%	25%	30%	34%	31%	31%	34%	24%	32%	29%
D	18%	9%	14%	10%	12%	13%	13%	10%	14%	15%	16%	10%	17%	14%	13%
F	9%	9%	4%	3%	3%	8%	2%	2%	6%	5%	5%	4%	5%	8%	5%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

32) Personal security at station and on train

Count	Train														
G32	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	27	10	58	84	79	61	46	30	47	80	121	130	100	75	948
B	44	7	101	131	132	101	67	46	70	153	154	124	99	79	1308
C	28	13	59	62	60	55	37	24	40	52	65	56	43	30	624
D	4		15	9	12	11	6	1	6	9	8	4	7	2	94
F	2		1	3	4	7	1	3	2	3	2			2	30
N	7	2	10	13	16	8	9	6	8	19	19	22	14	20	173
Grand Total	112	32	244	302	303	243	166	110	173	316	369	336	263	208	3177

Percent	Train														
G32	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	26%	33%	25%	29%	28%	26%	29%	29%	28%	27%	35%	41%	40%	40%	32%
B	42%	23%	43%	45%	46%	43%	43%	44%	42%	52%	44%	39%	40%	42%	44%
C	27%	43%	25%	21%	21%	23%	24%	23%	24%	18%	19%	18%	17%	16%	21%
D	4%	0%	6%	3%	4%	5%	4%	1%	4%	3%	2%	1%	3%	1%	3%
F	2%	0%	0%	1%	1%	3%	1%	3%	1%	1%	1%	0%	0%	1%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

33) Safety of train equipment

Count	Train														
G33	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	33	15	76	112	106	75	50	38	67	121	160	145	113	79	1190
B	45	11	102	138	122	113	73	43	68	143	152	133	98	87	1328
C	20	5	34	28	32	30	18	14	26	25	22	26	27	18	325
D	2		4		3	3		1	1	3	2		1	1	21
F	2				1						1	1			5
N	9	1	28	24	37	13	14	10	13	28	36	27	18	22	280
Grand Total	111	32	244	302	301	234	155	106	175	320	373	332	257	207	3149

Percent	Train														
G33	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	32%	48%	35%	40%	40%	34%	35%	40%	41%	41%	47%	48%	47%	43%	41%
B	44%	35%	47%	50%	46%	51%	52%	45%	42%	49%	45%	44%	41%	47%	46%
C	20%	16%	16%	10%	12%	14%	13%	15%	16%	9%	7%	9%	11%	10%	11%
D	2%	0%	2%	0%	1%	1%	0%	1%	1%	1%	1%	0%	0%	1%	1%
F	2%	0%	0%	0%	0%	0%	0%	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%

34) Station signage

Count	Train														
G34	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	33	11	80	90	98	78	56	40	62	109	145	114	100	73	1089
B	48	12	94	141	131	101	71	36	66	142	152	141	104	85	1324
C	21	4	38	49	40	45	21	20	32	41	50	45	36	18	460
D	2	2	12	2	4	7	6	1	1	2	3	6	4	3	55
F		1					1		1	1	1	1		1	7
N	9	3	17	13	22	6	6	9	10	15	21	22	14	18	185
Grand Total	113	33	241	295	295	237	161	106	172	310	372	329	258	198	3120

Percent	Train														
G34	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	32%	37%	36%	32%	36%	34%	36%	41%	38%	37%	41%	37%	41%	41%	37%
B	46%	40%	42%	50%	48%	44%	46%	37%	41%	48%	43%	46%	43%	47%	45%
C	20%	13%	17%	17%	15%	19%	14%	21%	20%	14%	14%	15%	15%	10%	16%
D	2%	7%	5%	1%	1%	3%	4%	1%	1%	1%	1%	2%	2%	2%	2%
F	0%	3%	0%	0%	0%	0%	1%	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%

35) Feeder bus service

Count	Train														
G35	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	7		20	15	24	23	14	9	9	21	20	18	18	14	212
B	11	6	25	34	38	26	17	15	19	24	37	35	26	23	336
C	7	2	20	27	15	18	17	12	16	23	27	26	13	10	233
D	2	1	6	4	12	13	5	2	4	8	10	5	11	5	88
F	1		8	9	7	1	2	2	2	6	5	4	3	4	54
N	68	19	146	189	184	145	95	61	105	213	252	217	173	127	1994
Grand Total	96	28	225	278	280	226	150	101	155	295	351	305	244	183	2917

Percent	Train														
G35	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	25%	0%	25%	17%	25%	28%	25%	23%	18%	26%	20%	20%	25%	25%	23%
B	39%	67%	32%	38%	40%	32%	31%	38%	38%	29%	37%	40%	37%	41%	36%
C	25%	22%	25%	30%	16%	22%	31%	30%	32%	28%	27%	30%	18%	18%	25%
D	7%	11%	8%	4%	13%	16%	9%	5%	8%	10%	10%	6%	15%	9%	10%
F	4%	0%	10%	10%	7%	1%	4%	5%	4%	7%	5%	5%	4%	7%	6%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

36) Level of fare for quality and value of service

Count	Train														
G36	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	18	11	48	59	60	53	32	35	43	73	79	87	81	56	735
B	43	11	113	144	145	110	80	36	75	153	196	160	116	109	1491
C	30	6	59	71	77	66	38	34	47	75	81	74	67	32	757
D	14	2	20	21	15	18	10	3	8	20	11	10	4	9	165
F	3	1	4	1	3		2	1		1	3	1	3		23
N	2	1	2	4	8		1	1	2		6	4	1	1	33
Grand Total	110	32	246	300	308	247	163	110	175	322	376	336	272	207	3204

Percent	Train														
G36	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	17%	35%	20%	20%	20%	21%	20%	32%	25%	23%	21%	26%	30%	27%	23%
B	40%	35%	46%	49%	48%	45%	49%	33%	43%	48%	53%	48%	43%	53%	47%
C	28%	19%	24%	24%	26%	27%	23%	31%	27%	23%	22%	22%	25%	16%	24%
D	13%	6%	8%	7%	5%	7%	6%	3%	5%	6%	3%	3%	1%	4%	5%
F	3%	3%	2%	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%	0%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

37) Overall service quality

Count	Train														
G37	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	26	15	93	105	102	78	57	52	73	131	172	155	124	89	1272
B	68	14	128	177	168	144	96	44	84	178	187	166	141	104	1699
C	18	5	25	16	33	27	13	14	22	15	19	17	9	15	248
D	3		2	4	5	1	1	1						2	19
F				1	1							1			3
N	1				3							1	1	1	7
Grand Total	116	34	248	303	312	250	167	111	179	324	378	340	275	211	3248

Percent	Train														
G37	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	23%	44%	38%	35%	33%	31%	34%	47%	41%	40%	46%	46%	45%	42%	39%
B	59%	41%	52%	58%	54%	58%	57%	40%	47%	55%	49%	49%	51%	50%	52%
C	16%	15%	10%	5%	11%	11%	8%	13%	12%	5%	5%	5%	3%	7%	8%
D	3%	0%	1%	1%	2%	0%	1%	1%	0%	0%	0%	0%	0%	1%	1%
F	0%	0%	0%	0%	0%	0%	0%	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%