



## Virginia Railway Express Passenger Survey 2001

Welcome to VRE's 2001 Passenger Survey. Each year VRE surveys our customers to gain a better insight to their commuting needs. Your answers will help us add and improve service, and keep you as a satisfied customer. We realize the form is a bit long, however, the information we collect is very important. Please help us help you by taking the time to respond to the following questions. Your individual responses are strictly confidential and will be used for statistical analysis only.

When completed you may drop your survey in one of the boxes by the exits as you exit the train. Thank you for your time and for riding the Virginia Railway Express.

Please circle the letter of your response.

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 Centre  | i) Brooke         | n) Franconia/ Springfield |
| e) Rolling Road  | j) Quantico       | o) Alexandria             |

Count	Train															
Q1	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A									67	87	69	65	63	40	391	10%
B								1	65	74	67	85	67	35	394	10%
C									62	71	69	83	58	34	377	10%
D				1					47	78	80	73	61	38	378	10%
E									28	45	52	66	39	23	253	7%
F				1					9	5	10	12	11	2	50	1%
G	56	3	125	125	152	80	67	79							687	18%
H		1	56	71	63	55	49	29							324	9%
I			34	36	43	33	33	8							187	5%
J	4	2	37	39	59	42	20	23							226	6%
K	1		27	37	46	33	25	25							194	5%
L	15	2	34	71	51	48	30	18							269	7%
M			4	11	7	12	5	5							44	1%
N			2	1		3	7	4			1				18	0%
O									1			2		1	4	0%
Grand Total	76	8	319	393	421	306	237	191	279	360	348	386	299	173	3796	100%

2) At which station will you disembark the train this morning?

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

Count	Train															
Q2	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	48	4	57	72	64	51	50	53	62	60	50	85	60	41	757	20%
B			119	157	141	103	77	66	136	173	173	167	154	76	1542	41%
C	1		89	121	125	103	58	37	74	115	108	109	58	31	1029	27%
D	27	3	26	25	52	30	35	23	6	10	14	20	26	24	321	8%
E										1	2	4	1		8	0%
F			1	2	4	1	1	1							10	0%
G			1	1	1	2	1	1							7	0%
H			3	5	2	3									13	0%
I		1	22	10	31	9	13	8							94	2%
Grand Total	76	8	318	393	420	302	235	189	278	359	347	385	299	172	3781	100%

3) What train do you normally ride home? (Times shown represent departures from Union Station and include Amtrak Trains – second number is train number).

A: Manassas Line

- a) 10:40a/51
- b) 1:30p/325
- c) 3:45p/327
- d) 4:25p/329
- e) 5:00p/331
- f) 5:30p/333
- g) 6:05p/335
- h) 6:50p/337
- i) 7:25p/19

B: Fredericksburg Line

- a) 10:20a/79
- b) 2:25p/95
- c) 3:38/301
- d) 4:05p/303
- e) 4:45p/305
- f) 5:15p/307
- h) 5:55p/309
- i) 6:20p/93/83
- j) 6:40p/311
- j) 7:50p/85

Count	Train															
Q3A	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
B			1						6	3	1	4	4	4	23	1%
C				3	1				95	103	44	21	10	11	288	16%
D		1	2	1	1				64	122	98	82	40	20	431	23%
E				2		4	2	3	51	73	104	123	68	35	465	25%
F				3	1	1	2	2	24	39	64	80	89	43	348	19%
G					2		1		21	13	20	52	54	38	201	11%
H							1		12	7	12	19	24	16	91	5%
I	1											1	1	2	7	0%
Grand Total	1	1	3	9	5	5	6	5	273	360	344	382	291	169	1854	100%

Count	Train															
Q3B	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
B			1		2	1	3		2	2			1		12	1%
C	1		83	65	27	17	12	16	2	1	1		1		226	12%
D	2		79	104	86	40	29	12	1		1		1		355	19%
E	12	1	70	102	139	82	37	23	1				2		469	24%
F	28	2	48	67	98	82	71	45			1	1	1	1	445	23%
G	17	3	18	27	38	50	52	37			1		1		244	13%
H	14		5	6	8	4	10	10							57	3%
I	2	1	10	10	13	22	13	22	1						94	5%
J			1	1	2	1	1	7							13	1%
Grand Total	76	7	315	382	413	299	228	172	7	3	4	1	7	1	1915	100%

4) What type of ticket are you using today?

- a) Single Ride
- b) Ten trip
- c) Monthly
- d) Free Ride Certificate
- e) TLC-Joint VRE-Metro Fare Card

Count	Train															
Q4	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A			8	9	17	11	13	13	6	13	4	10	15	7	126	3%
B	44	5	168	212	242	161	150	118	166	184	198	213	165	108	2134	57%
C	28	3	109	141	133	106	63	53	86	139	123	141	99	49	1273	34%
D			4	11	6	6	3	1	5	3		1	2	3	45	1%
E	4		24	18	23	21	5	6	14	17	21	21	17	6	197	5%
Grand Total	76	8	313	391	421	305	234	191	277	356	346	386	298	173	3775	100%

5) Where did you purchase this ticket?

- a) At a station from Ticket Vending Machine (TVM)
- b) At the station from a vendor
- c) From an off-site vendor (such as Giant)
- d) From a transit store (Commuter Store at Crystal City, Springfield, Rosslyn,)
- e) Through the mail
- f) From an Amtrak Ticket Office
- g) On the internet at commuterdirect.com

Count	Train															
Q5	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	38	8	104	145	166	132	117	95	117	146	168	179	164	102	1681	45%
B	6		26	30	43	23	23	21	19	23	24	21	16	9	284	8%
C	17		74	109	91	66	43	41	55	70	58	67	40	28	759	20%
D	9		81	84	94	61	35	19	66	95	76	74	50	22	766	21%
E			2		3	2	2	1	5	3	3	2	5	3	31	1%
F	4		13	9	19	12	12	7	11	10	12	22	15	8	154	4%
G	1		8	3	6	3	1	1	2	6	3	15	5		54	1%
Grand Total	75	8	308	380	422	299	233	185	275	353	344	380	295	172	3729	100%

6) Have you used one of the three Commuter Stores (Crystal City, Ballston, Rosslyn)?

- a) Yes
- b) No

Count	Train															
Q6	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	20	1	136	176	171	129	79	54	119	162	159	164	94	43	1507	40%
B	55	7	179	215	249	175	155	133	158	195	187	217	203	127	2255	60%
Grand Total	75	8	315	391	420	304	234	187	277	357	346	381	297	170	3762	100%

7) If yes, rate your satisfaction with the service received at the store? (1 - not convenient; 10 - very convenient)

1      2      3      4      5      6      7      8      9      10

Count	Train															
Q7	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
1	1		13	8	9	9	3		5	6	13	7	4	2	80	5%
2	1		3	3	4	3	2	5	5	2	7	1	2	1	39	2%
3	2		1	6	3	2	3	1	2	2	3	5	1	2	33	2%
4			1	7	5	2	3	1	5	1	5	4	4	1	39	2%
5	2		9	12	15	7	6	1	7	10	11	12	9	1	102	6%
6	2	1	9	14	11	9	3	2	6	14	7	13	3	2	96	6%
7	4		11	16	9	14	6	6	8	20	15	14	17	7	147	9%
8	5		29	40	37	30	26	19	28	44	30	39	23	10	360	22%
9	1		19	29	33	27	13	12	16	21	21	24	17	5	238	14%
10	7		55	66	62	38	25	17	47	56	52	56	24	15	520	31%
Grand Total	25	1	150	201	188	141	90	64	129	176	164	175	104	46	1654	100%

8) Have you used Commuter Direct either by mail or via the Internet at [www.commuterdirect.com](http://www.commuterdirect.com)?

a) Yes

b) No

Count	Train															
Q8	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	11		38	31	41	26	17	11	25	44	32	44	35	20	375	10%
B	64	8	274	353	376	277	216	176	245	308	313	333	258	148	3349	90%
Grand Total	75	8	312	384	417	303	233	187	270	352	345	377	293	168	3724	100%

9) If yes, rate your satisfaction with the service at Commuter Direct? (1 - not convenient; 10 - very convenient)

1      2      3      4      5      6      7      8      9      10

Count	Train														
Q9	84	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
1	2	5	4	4	6	1	1	2	2	3	5	3	2	40	10%
2		1	3	2						1	2	2	1	12	3%
3	2	1	2	2	2		1	4	2		1	1		18	4%
4			3	1		1		3	1	2	1	1	1	14	3%
5		5	3	5	2	1	1	1	5	2	1	8	4	38	9%
6		3	2	6	4	1		5	5	3	6		1	36	9%
7	2	2	3	6	1	5	4		3	5	5	3	4	43	10%
8	3	11	2	11	7	4	3	4	11	4	7	6	3	76	19%
9	1	6	6	3	1	3	2	5	4	4	10	7		52	13%
10	2	7	8	7	8	3	2	3	12	9	9	6	5	81	20%
Grand Total	12	41	36	47	31	19	14	27	45	33	47	37	21	410	100%

10) If you tend to use ten-trip tickets, how long will it 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															
Q10	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	28	4	132	139	186	110	97	68	111	147	141	152	100	60	1475	56%
B	17		60	106	88	71	53	47	59	76	77	78	76	43	851	32%
C	4	1	10	13	3	8	10	11	11	8	9	11	10	7	116	4%
D	2		8	8	9	3	5	3	7	4	4	10	7	7	77	3%
E			3	2	8	3	3	3	4	3	1	2	2	1	35	1%
F				1	1	5	1	4		1	3	2			18	1%
G				1	2	2				1	2		2		10	0%
H	1		6	3	2	5	4	7	2		4	5	5	2	46	2%
Grand Total	52	5	219	273	299	207	173	143	194	240	241	260	202	120	2628	100%

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

- a) Yes
- b) No

Count	Train															
Q11	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	9		46	39	43	32	16	11	24	31	27	34	29	12	353	9%
B	65	8	266	346	378	266	219	177	250	323	315	346	266	159	3384	91%
Grand Total	74	8	312	385	421	298	235	188	274	354	342	380	295	171	3737	100%

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

- a) Drove alone / Parked
- b) Drove / rode with others and parked
- c) Dropped off by car
- d) Metrobus
- e) Walked
- f) Bicycled
- g) OmniLink
- h) Fairfax Connector
- i) DASH
- j) Arlington Trolley
- k) Other

Count	Train															
Q12	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	55	5	254	320	334	232	176	131	234	302	294	291	246	133	3007	80%
B	8		25	37	38	35	22	22	11	13	17	25	12	10	275	7%
C	10	3	26	22	34	28	26	25	21	31	25	48	33	20	352	9%
D	1		2		1		1		1			1			7	0%
E			6	12	12	8	7	6	11	10	6	16	5	8	107	3%
F	1				1	1	1			1				1	6	0%
G										1	4		1		6	0%
I					1									1	2	0%
K			2				1	4		1	1				9	0%
Grand Total	75	8	315	391	421	304	234	188	278	359	347	381	297	173	3771	100%

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

- a) Less than ½ mile
- b) ½-2 miles
- c) 3-5 miles
- d) 6-10 miles
- e) 11 miles-20 miles
- f) 21 miles or more

Count	Train															
Q13	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	2		13	11	19	13	14	7	15	23	16	31	14	15	193	5%
B	8	1	51	71	68	56	49	41	111	161	135	159	117	73	1101	29%
C	23	1	69	112	114	92	70	44	86	98	108	115	78	44	1054	28%
D	20	3	118	125	129	87	55	59	33	42	48	40	53	23	835	22%
E	17	3	49	51	61	47	32	23	16	17	24	19	18	14	391	10%
F	5		14	21	32	9	15	12	17	18	16	16	18	4	197	5%
Grand Total	75	8	314	391	423	304	235	186	278	359	347	380	298	173	3771	100%

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) Metrobus
- g) ART bus
- h) MARC
- i) Other

Count	Train															
Q14	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	29	4	183	246	250	203	156	132	167	236	244	260	182	109	2401	64%
B			2	1	1	1					2	1		1	9	0%
C	4		3		1		1	3	1		1		1		15	0%
D	34	3	77	91	123	69	50	41	76	84	69	93	98	49	957	25%
E	2		16	19	18	10	17	6	10	12	15	16	10	3	154	4%
F	4		19	12	16	3	3	2	6	8	5	4	4		86	2%
G			4	4	3	1		1	2	5	3	2	1	1	27	1%
H			1	3		1			3	2				1	11	0%
I	2	1	8	14	11	14	8	4	12	11	8	6	1	8	108	3%
Grand Total	75	8	313	390	423	302	235	189	277	358	347	382	297	172	3768	100%

15) Do you own a Metro SmartTrip Card?

- a) Yes
- b) No

Count	Train															
Q15	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	17		40	62	65	44	21	16	49	40	57	60	55	22	548	15%
B	58	8	274	326	356	259	214	172	228	317	289	321	243	151	3216	85%
Grand Total	75	8	314	388	421	303	235	188	277	357	346	381	298	173	3764	100%





19) 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															
Q19	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	30	3	126	149	196	117	98	82	111	120	114	135	107	79	1467	39%
B	5	1	40	54	35	21	25	16	39	58	50	57	30	7	438	12%
C	4		24	32	19	15	9	6	16	25	17	12	4	2	185	5%
D	8	1	24	31	39	36	21	21	40	63	53	83	79	34	533	14%
E	2		18	21	26	15	6	8	6	15	6	8	2	5	138	4%
F	4		7	6	7	7	9	6	20	6	24	22	17	11	146	4%
G	4		6	16	16	10	9	6		6	9	5	8	2	97	3%
H	14	3	67	66	77	77	50	29	42	55	65	55	44	30	674	18%
I	2		2	11	5	6	5	6	2	8	5	6	6	1	65	2%
Grand Total	73	8	314	386	420	304	232	180	276	356	343	383	297	171	3743	100%

20) 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															
Q20	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A			10	8	3	5	2	5	49	4	3	2	1	2	94	3%
B			65	9	5		2	1	85	13	3	2	2		187	5%
C			73	19	6	3	1	4	34	11	4	2	2		159	4%
D			80	29	14	4	4	1	17	105	9	5	1	1	270	7%
E		1	47	142	34	11	11	10	19	135	26	9	5	4	454	12%
F		1	9	105	42	17	5	4	8	41	72	17	3	2	326	9%
G			12	31	86	19	7	5	6	25	98	25	4	1	319	8%
H	4		4	21	122	41	12	9	7	9	79	86	17	6	417	11%
I	8	1	10	13	73	82	23	9	10	8	34	119	42	14	446	12%
J	17	2	4	4	26	61	42	15	2	2	8	66	66	9	324	9%
K	22		1	4	5	40	46	16	5	3	5	25	76	11	259	7%
L	16		1	2	3	14	50	31	13	1	2	17	57	49	256	7%
M	7	3		2	2	5	23	58	22	2	1	9	22	69	225	6%
N				2	1	1	5	10				1		4	24	1%
Grand Total	74	8	316	391	422	303	233	178	277	359	344	385	298	172	3760	100%



23) Please mark all the holidays that your office is open and you usually 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 Years Eve

Count	Train														
Q23	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	15	1	48	64	91	77	49	52	38	45	54	82	64	49	729
B	19	1	54	64	87	75	49	48	36	36	50	82	59	50	710
C	28	1	67	88	118	94	63	59	47	57	68	107	90	60	947
D	23	1	60	74	103	81	62	52	38	45	62	94	83	60	838
E	20	2	134	126	132	88	63	63	98	153	116	126	104	53	1278
F	15	2	111	98	128	82	70	44	80	116	105	114	86	49	1100
G	14	2	111	94	123	81	64	51	73	119	103	116	91	55	1097
Grand Total	134	10	585	608	782	578	420	369	410	571	558	721	577	376	6699

24) How many days do you normally ride VRE?

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

Count	Train															
Q24	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	1	1	2	4	3	1	5	4	1	3	1	4		1	31	1%
B	4		7	7	10	4	9	6	9	8	6	7	7	15	99	3%
C	5		10	21	30	16	28	15	15	13	18	15	20	10	216	6%
D	14	2	62	71	59	45	38	29	63	58	66	64	58	32	661	18%
E	51	5	230	277	307	226	147	110	185	267	250	288	204	108	2655	70%
F			1	3	4	7	1	4	3	4	3	2	2	3	37	1%
G			1	5	5	5	3	5	3	2	2	4	6	1	42	1%
H			2	1	4	1	3	11		1		2	1	2	28	1%
Grand Total	75	8	315	389	422	305	234	184	279	356	346	386	298	172	3769	100%

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

- a) #325
- b) #334

Count	Train														
Q25	84	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	9	63	62	64	44	38	16	189	247	223	249	174	103	1481	
B	3	4	11	9	9	8	8	69	93	93	120	94	68	589	
Grand Total	12	67	73	73	53	46	24	258	340	316	369	268	171	2070	

26) 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															
Q26	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A			2						1	1		2			6	0%
B			6	6	1	2	2	3	21	25	19	10	8	9	112	7%
C			1	1	1	1	1		5	4	2	3	5	3	27	2%
D	1		17	22	18	11	12	5	68	90	76	86	60	33	499	29%
E	12	1	51	50	62	44	29	21	115	158	156	176	129	73	1077	63%
Grand Total	13	1	77	79	82	58	44	29	210	278	253	277	202	118	1721	100%

27) Please rate the convenience of the Manassas mid-day trains? (1 - not convenient; 10 - very convenient)

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

Count	Train															
Q27	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
1			4	8	2	4	2	4	2	4	5	3	2		40	2%
2				3	2		2	1	2	2	1		3	1	17	1%
3			2	3	3	2	2	1			4	4	2	2	25	1%
4	1		4	2	2	1			1	2	1	5	1		20	1%
5	1		8	7	7	3	5	3	3	13	6	5	9	4	74	4%
6			8	5	4	8	6	4	8	7	7	11	9	4	81	5%
7	2		9	9	9	5	6	2	12	13	17	15	6	11	116	7%
8	2	1	7	17	21	13	6	3	25	31	39	36	31	12	244	14%
9	1		7	1	9	8	3	1	23	30	31	26	20	13	173	10%
10	6		30	32	23	19	12	13	140	179	141	171	111	69	946	54%
Grand Total	13	1	79	87	82	63	44	32	216	281	252	276	194	116	1736	100%

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

- a) Yes
- b) No

Count	Train															
Q28	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	25	4	149	167	192	144	95	70	135	185	186	180	121	81	1734	47%
B	43	4	148	212	216	153	123	108	138	170	154	200	173	85	1927	53%
Grand Total	68	8	297	379	408	297	218	178	273	355	340	380	294	166	3661	100%

29) I would be interested in having a “quiet” car on the train I ride. (Quiet cars restrict talking and noise)

- a) Yes b) No

Count	Train															
Q29	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	45	4	173	218	213	148	116	98	147	197	155	182	138	97	1931	53%
B	26	4	133	156	192	148	104	84	120	146	176	186	144	69	1688	47%
Grand Total	71	8	306	374	405	296	220	182	267	343	331	368	282	166	3619	100%

30) I would be interested in: (Please mark all that apply.)

- a) A later evening bus service (after the last train) on nights I work late  
 b) A late evening train leaving Union Station about 7:30p  
 c) An earlier morning train (Leaving Fredericksburg/Manassas 4:45a-5:00a)  
 d) Other

Count	Train															
Q30	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	17		37	50	69	40	39	35	23	40	30	52	37	28	497	
B	41	2	86	158	187	145	119	90	108	140	132	188	164	106	1666	
C	5		177	97	60	41	24	17	85	50	33	22	17	11	639	
D	9	4	2	39	44	47	25	26	20	48	24	36	27	13	364	
Grand Total	72	6	302	344	360	273	207	168	236	278	219	298	245	158	3166	

31) Have you ever used VRE to sightsee?

- a) Yes b) No

Count	Train															
Q31	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	15	6	84	91	101	73	52	59	77	92	97	109	78	54	988	26%
B	59	2	230	301	317	231	180	125	202	267	248	272	219	118	2771	74%
Grand Total	74	8	314	392	418	304	232	184	279	359	345	381	297	172	3759	100%

32) Have you ever contacted VRE by e-mail?

- a) Yes b) No

Count	Train															
Q32	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	29	2	175	187	191	141	89	66	130	168	159	179	136	67	1719	46%
B	46	6	139	204	227	163	142	118	149	192	186	204	161	105	2042	54%
Grand Total	75	8	314	391	418	304	231	184	279	360	345	383	297	172	3761	100%



37) Please rate your satisfaction with Commuter Weekly? (1 being not satisfied – 10 being totally satisfied)

1      2      3      4      5      6      7      8      9      10

Count	Train															
Q37	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
0	20	1	12	23	31	27	30	29	7	19	21	21	27	11	279	7%
1	1		4	2		1	3	1	4	4	2	1	5	3	31	1%
2	1		4	3	11	3	5	3	4	3	9	7	5		58	2%
3	3	1	7	10	8	5	6	7	4	9	14	11	6	6	97	3%
4	3		15	14	22	11	5	9	7	12	10	15	9	4	136	4%
5	9	1	31	36	48	38	24	20	22	38	39	44	47	26	423	11%
6	10		42	51	44	33	36	24	26	36	51	52	40	19	464	12%
7	8	1	50	76	81	52	32	26	50	69	53	69	38	30	635	17%
8	14	2	75	98	88	75	57	37	84	93	79	75	51	41	869	23%
9	3	1	33	42	46	25	17	18	33	29	33	38	36	13	367	10%
10	4	1	46	38	44	36	22	17	39	49	38	54	35	20	443	12%
Grand Total	76	8	319	393	423	306	237	191	280	361	349	387	299	173	3802	100%

38) Are you aware that VRE is in process of creating a long-term Strategic Plan to gauge and guide Capital improvements and increased service levels?

a) Yes

b) No

Count	Train															
Q38	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	18	2	122	123	150	99	75	59	95	124	113	112	80	63	1235	33%
B	55	6	188	268	266	204	154	129	183	233	231	272	218	109	2516	67%
Grand Total	73	8	310	391	416	303	229	188	278	357	344	384	298	172	3751	100%

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

a) Yes

b) No

Count	Train															
Q39	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	4	2	26	26	32	27	21	16	24	39	33	43	21	15	329	9%
B	70	6	290	364	389	278	210	172	254	317	312	342	277	157	3438	91%
Grand Total	74	8	316	390	421	305	231	188	278	356	345	385	298	172	3767	100%

40) If yes, rate your level of satisfaction with Guaranteed Ride Home service received?

(1 being not satisfied – 10 being totally satisfied)

1      2      3      4      5      6      7      8      9      10

Count	Train															
Q40	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
1			1		4	4	2	3	2	2	2	4	1	1	26	7%
2		1		1	1	1	1	1				1	1		8	2%
3			1	1	2		1			1	2	2	1	1	12	3%
4					1	1				1					3	1%
5		1		2		1		1		3	1	1	1		11	3%
6	1		2	1		1	2	2	1	1	1	1			13	4%
7	1		3	1	5	1	1	1	3	5	3	4	1		29	8%
8			4	5	3	3	1	5	4	4	3	5	3	2	42	11%
9			4	1	5	6	2		5	9	6	10	3	6	57	16%
10	2		12	15	15	16	14	6	15	18	17	18	12	5	165	45%
Grand Total	4	2	27	27	36	34	24	19	30	44	35	46	23	15	366	100%

41) (Fredericksburg Line) Have you ever used Everyday JumpStart (VRE’s mid-day bus train combination?)

a) Yes

b) No

Count	Train															
Q41	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	16	1	121	133	121	91	59	38	1	1	1	2	2		587	27%
B	57	6	195	253	295	213	171	147	25	40	40	59	28	26	1555	73%
Grand Total	73	7	316	386	416	304	230	185	26	41	41	61	30	26	2142	100%

42) If yes, please rate your overall satisfaction with the JumpStart Program?

(1 - not satisfied; 10 - totally satisfied)

1      2      3      4      5      6      7      8      9      10

Count	Train															
Q42	84	86	300	302	304	306	308	310	322	324	326	328	330	Grand Total	%	
1			3	5	5	1	2					2		18	3%	
2			1	6	1	1	4							13	2%	
3			2	4	4	3	1	1					1	16	3%	
4	1		5	5	3	1	3	1						19	3%	
5			6	5	9	4	4	4						32	5%	
6			8	9	9	10	5	6						47	8%	
7	1		11	16	14	15	7	2		1			1	68	11%	
8	7		22	24	21	17	14	2		1				108	18%	
9	3	1	21	22	25	13	5	6	2		1	2		101	17%	
10	5		42	40	30	26	15	17						175	29%	
Grand Total	17	1	121	136	121	91	60	39	2	1	2	4	2	597	100%	



43) Do you

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

Count	Train															
Q43	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	65	7	274	329	354	257	184	153	234	321	300	321	254	129	3182	86%
B	7	1	36	53	62	43	48	30	38	36	39	54	40	36	523	14%
Grand Total	72	8	310	382	416	300	232	183	272	357	339	375	294	165	3705	100%

44) 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															
Q44	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	32	5	101	126	129	117	87	47	70	100	92	136	88	53	1183	32%
B	8		58	66	78	45	41	36	52	77	60	70	52	35	678	18%
C	20	2	94	119	123	94	60	66	74	93	94	84	65	41	1029	28%
D	14	1	56	69	84	44	43	28	74	77	90	81	85	42	788	21%
Grand Total	74	8	309	380	414	300	231	177	270	347	336	371	290	171	3678	100%

45) Which radio station do you listen to most often in the Morning? (Choose only one)

- |                  |                  |                                 |
|------------------|------------------|---------------------------------|
| a) WAMU FM/88.5  | m) WHFS FM/99.1  | y) WPLC FM/94.3                 |
| b) WARW FM/94.7  | n) WHUR FM/96.3  | z) WRQX FM/107.3                |
| c) WASH FM/97.1  | o) WINC FM/92.5  | aa) WTEM AM/980                 |
| d) WAVA FM/105.1 | p) WJFK FM/106.7 | bb) WTOP 1500 AM or<br>107.7 FM |
| e) WBIG FM/100.3 | q) WJYJ FM/90.5  | cc) WWDC FM/101.1               |
| f) WBQB/101.5    | r) WJZW FM/105.9 | dd) WWRC AM/570                 |
| g) WCSP FM/90.1  | s) WKYS FM/93.9  | ee) WWZZ FM/104.1               |
| h) WETA FM/90.9  | t) WMAL AM/630   | ff) WYSK FM/99.3                |
| i) WFLS FM/93.3  | u) WMMJ FM/102.3 | gg) OTHER                       |
| j) WFVA AM/1230  | v) WMZQ FM/98.7  |                                 |
| k) WHTS FM/99.5  | w) WPFW FM/89.3  |                                 |
| l) WGMS FM/103.5 | x) WPGC FM/95.5  |                                 |

Count	Train														Grand Total	%	
	Q45	84	86	300	302	304	306	308	310	322	324	326	328	330			332
A	2			10	11	12	12	13	14	16	16	21	24	28	8	187	5%
B	3		1	7	7	11	11	7	2	12	19	20	24	13	10	147	4%
C				6	16	7	4	8	4	9	12	17	19	10	4	116	3%
D				4	2	9	6	3	1	8	4	6	11	4	4	62	2%
E	2			10	11	18	10	9	8	20	26	28	24	18	13	197	6%
F	8			22	41	26	29	25	14		2	2	1	1	1	172	5%
G				1			1			1						3	0%
H	2		1	10	12	15	7	11	10	12	15	25	15	12	6	153	4%
I	3			48	37	41	24	16	12	3	6	4	3	4	1	202	6%
J	1			2	5	6	2	3	2		1					22	1%
K					4	5	4	3	2	1	5	6	3	1	3	37	1%
L	1			8	16	10	11	2	5	14	7	18	16	10	5	123	4%
M					6	1	3	4	1	3	7	5	7	3	6	46	1%
N	2			16	18	17	7	4	7	2	4	2	1	2	1	83	2%
O							1			3	5	1	3	5	1	19	1%
P	5			10	11	11	8	8	6	4	11	7	13	21	8	123	4%
Q	2			9	12	9	4	4	5		2	2	4	1		54	2%
R	3			10	11	13	14	4	4	3	15	13	13	7	5	115	3%
S				3	6	12	5	3	7	6	1	1	2	8		54	2%
T				2	1	9	1	1	1	20	32	26	17	16	7	133	4%
U			1	1	3	7	7	2	3	3	3	1	5		1	37	1%
V	1			13	6	11	6	8	3	15	24	19	17	14	7	144	4%
W			1		1	1	1			1	1	1	1			8	0%
X	2			4	3	11	4	6	3		1		2			36	1%
Y				1	1	1			1		1		1			6	0%
Z	1			7	13	10	9	6	6	12	19	7	27	16	7	140	4%
AA	2				3	1	1	1			2	3	1	2	1	17	0%
BB	19		2	43	68	71	44	29	20	54	59	60	66	48	31	614	18%
CC	1		1	7	8	12	15	8	5	8	10	10	15	9	10	119	3%
DD										2	3	4	2	3		14	0%
EE	1			4	2	7	6	3	5	3	3	2	8	5	4	53	2%
FF				5	1	1		1	1							9	0%
GG	2			21	17	18	13	20	8	11	14	8	9	9	7	157	5%
Grand Total	63	7	284	353	383	270	212	160	246	330	319	354	270	151	3402	100%	

46) Have you heard our radio commercial “VRE Tomorrow”?

- a) Yes
- b) No

Count	Train															
Q46	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	27	3	131	140	141	113	100	57	102	128	132	150	113	63	1400	38%
B	47	5	184	244	276	190	131	126	172	226	210	233	182	105	2331	62%
Grand Total	74	8	315	384	417	303	231	183	274	354	342	383	295	168	3731	100%

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

- a) NBC
- b) FOX
- c) ABC
- d) CBS
- e) NEWS Channel 8 (Cable)
- f) CNBC
- g) CNN
- h) INTERNET
- i) MSNBC
- j) OTHER

Count	Train															
Q47	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	24	1	83	129	135	99	73	62	91	133	112	163	112	65	1282	37%
B	16	2	51	56	61	62	47	33	36	33	46	50	43	29	565	17%
C	8	2	39	41	55	28	22	14	37	59	45	39	37	18	444	13%
D	6		44	44	56	19	20	18	42	44	44	42	28	10	417	12%
E	2		13	17	17	16	11	7	21	25	29	19	19	18	214	6%
F			1	4	2	1		1	1	1		1	2	1	15	0%
G	1		15	17	12	4	6	9	5	3	9	8	6	2	97	3%
H	5		17	15	17	18	12	10	6	15	15	21	8	10	169	5%
I	1		1	3	4	2			1			2	1		15	0%
J	5	1	21	31	22	26	16	10	12	16	12	15	12	7	206	6%
Grand Total	68	6	285	357	381	275	207	164	252	329	312	360	268	160	3424	100%

48) How long have you been riding VRE?

- a) Less than 6 months
- b) 6 months to a 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															
Q48	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	15	2	52	76	93	73	60	40	41	53	47	65	65	30	712	19%
B	12		52	57	56	58	28	25	32	63	52	48	43	25	551	15%
C	24	1	66	84	92	63	53	55	92	103	101	118	78	55	985	27%
D	3		30	38	43	26	13	15	26	33	33	34	24	14	332	9%
E	2		22	24	26	7	16	3	14	22	21	17	13	11	198	5%
F	6	3	55	60	54	47	37	22	37	50	50	66	43	22	552	15%
G	11	2	39	34	43	28	23	16	35	34	35	37	26	15	378	10%
Grand Total	73	8	316	373	407	302	230	176	277	358	339	385	292	172	3708	100%

49) 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? (Circle all that apply)

- a) Mixing Bowl Construction
- b) Recommended by a friend
- c) Expanded service
- d) Website
- e) Metrochek
- f) New job
- g) New home
- h) Newspaper ad/Radio commercial
- i) Guaranteed Ride Home
- j) Joint service with Amtrak
- k) Free bus connections
- l) Cross honoring with MARC
- m) Friends on train
- n) Other

Count	Train														Grand Total
Q49	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total
A	5		14	20	33	24	20	13	6	3	8	4	2	1	153
B	9		17	18	24	16	20	9	9	15	21	11	21	10	200
C	1		3	5	4	2	2	2	4	2	4	1	1		31
D		1	3	7	5	3	4	2	3	4	2	10	1	1	46
E		1	14	10	20	14	5	6	19	11	9	12	7	3	131
F	8	2	38	53	53	52	35	17	24	33	34	44	38	19	450
G	8	1	13	24	41	24	16	15	10	17	16	26	33	9	253
H			1		2	3	2		1	1			2		12
I			5	7	6	2	1	3	4	1	1	3	3		36
J	6		5	6	7	1	5	3		2		4	1	1	41
K			2	5	3	3	2		1	2			2	1	21
L			1	1		1		1	2	2			1		9
M			8	5	7	3	2	2	4	2		5	3		41
N	1		11	14	14	15	14	13	13	19	11	18	10	7	160
Grand Total	38	5	135	175	219	163	128	86	100	114	106	138	125	52	1584

50) 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	%
Q50	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	8	2	30	40	31	24	17	28	21	37	14	32	28	10	322	11%
B	51	4	241	289	311	217	168	120	195	246	259	272	204	123	2700	89%
Grand Total	59	6	271	329	342	241	185	148	216	283	273	304	232	133	3022	100%

51) If you have changed jobs in the last 6 months, circle the letter of any of the following that influenced 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														
Q51	84	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	4	21	20	9	17	24	16	13	14	13	14	19	7	191	83%
B	1	10	10	14	9	9	4	4	10	6	6	14	6	103	9%
C	3	2	10	7	4	4	4	1	8	5	2	6	3	59	3%
D		5	2	4	1	3	2		2		5	1	1	26	2%
E	3	8	9	12	10	7	4	7	10	5	13	5	7	100	1%
F	1	4	4	11	3		3	4	7	4	3	5	1	50	2%
Grand Total	12	50	55	57	44	47	33	29	51	33	43	50	25	529	100%

52) Has VRE service improved over the last year?

- a) Yes
- b) No

Count	Train															
Q52	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	41	4	209	243	256	194	133	109	185	200	180	199	150	88	2191	75%
B	12	1	45	58	63	28	34	26	53	97	110	107	67	41	742	25%
Grand Total	53	5	254	301	319	222	167	135	238	297	290	306	217	129	2933	100%

53) 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															
Q53	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	15	1	82	87	87	68	48	48	71	87	84	100	60	45	883	
B	56	6	268	333	364	267	198	136	244	312	306	328	250	151	3219	
C	18	1	93	126	142	112	67	53	88	124	117	153	94	51	1239	
D	36	3	194	229	235	198	139	103	183	254	237	275	182	119	2387	
E	19	3	147	168	174	130	93	77	160	203	190	205	165	94	1828	
F	10	1	109	113	106	102	64	54	101	113	116	144	108	62	1203	
G	14	2	105	155	153	129	83	61	111	158	161	175	143	89	1539	
Grand Total	168	17	998	1211	1261	1006	692	532	958	1251	1211	1380	1002	611	12298	

54) For whom do you work?

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

Count	Train															
Q54	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	22	5	172	177	180	121	98	64	159	202	194	182	131	59	1766	47%
B	5	1	48	68	62	29	16	6	33	51	43	35	7	7	411	11%
C	31	1	80	112	136	122	80	68	61	83	81	116	109	65	1145	31%
D	11		4	13	19	19	23	15	10	9	7	26	28	24	208	6%
E	1		1	3	8	1	6	5	3	2	6	8	6	7	57	2%
F	2	1	6	9	10	3	5	15	9	11	8	11	15	7	112	3%
G			1			2		6						1	10	0%
H			2			2	2	4	1		2	2		1	16	0%
Grand Total	72	8	314	382	415	299	230	183	276	358	341	380	296	171	3725	100%

55) Are you familiar with the pre-tax transit benefit known as Metrochek?

- a) Yes
- b) No

Count	Train															
Q55	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	54	7	279	335	338	231	169	134	234	311	297	318	247	129	3083	82%
B	19	1	38	52	81	70	60	49	42	47	46	65	49	44	663	18%
Grand Total	73	8	317	387	419	301	229	183	276	358	343	383	296	173	3746	100%

56) Are you a federal employee?

- a) Yes
- b) No

Count	Train															
Q56	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	21	5	190	216	204	126	95	57	176	237	215	195	116	46	1899	51%
B	50	3	106	166	214	175	134	125	103	121	127	187	181	123	1815	49%
Grand Total	71	8	296	382	418	301	229	182	279	358	342	382	297	169	3714	100%

57) Does the company or agency for which you work currently offer Metrochek or a Metrochek-related benefit?

- a) Yes (payroll deduction only)
- b) Yes (paid by company/agency in total)
- c) Yes (paid by agency/company in part)
- d) No
- e) Don't Know

Count	Train															
Q57	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	15	1	42	60	54	57	37	27	31	34	32	61	58	36	545	15%
B	22	3	114	152	165	89	67	43	116	149	146	150	89	33	1338	36%
C	4	1	71	65	65	53	34	36	64	88	78	74	51	28	712	19%
D	26	2	57	83	106	85	60	56	54	61	67	70	78	52	857	23%
E	3	1	14	15	23	17	26	12	13	17	18	24	17	19	219	6%
Grand Total	70	8	298	375	413	301	224	174	278	349	341	379	293	168	3671	100%

58) Of your total Metrochek benefits you receive, how much do you use on VRE?

- a) All \$65 (100%)
- b) \$51-60 (75% or more)
- c) \$41-50 (60% or more)
- d) \$30-41 (50% or more)
- e) Less than \$30 (25% or less)
- f) Not applicable

Count	Train															
Q58	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	22	3	190	225	201	135	100	74	170	217	209	210	140	67	1963	65%
B	2		14	8	15	18	9	6	12	18	16	18	13	6	155	5%
C	2		4	8	7	7	2	2	3	3	8	7	7		60	2%
D	3		8	10	15	13	7	3	7	12	2	9	8	3	100	3%
E	2		2	11	7	2	4	4	5	12	8	6	5	3	71	2%
F	9	3	51	52	80	62	54	44	38	50	44	68	57	52	664	22%
Grand Total	40	6	269	314	325	237	176	133	235	312	287	318	230	131	3013	100%

59) 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 benefit

Count	Train															
Q59	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	
A	27	4	183	193	199	142	100	72	169	228	208	205	140	61	1931	
B	6	1	16	20	16	20	11	16	11	17	19	18	21	10	202	
C	10	3	57	75	74	62	59	29	51	74	66	66	76	30	732	
D	7	2	25	26	37	24	19	13	18	23	19	29	31	20	293	
Grand Total	50	10	281	314	326	248	189	130	249	342	312	318	268	121	3158	

60) How do you redeem your Metrochek?

- a) By mail
- b) Commuter store
- c) Amtrak at Union Station/Alexandria
- d) Transit store at Crystal City, Rosslyn
- e) Commuterdirect.com
- f) Other Vendor

Count	Train															
Q60	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	2	1	23	18	24	13	16	4	23	46	40	41	35	13	299	13%
B	7	1	75	85	86	71	42	25	73	81	75	88	47	22	778	35%
C	11		21	12	27	14	11	16	25	14	22	30	23	15	241	11%
D	1		14	23	21	10	4	1	8	16	11	9	10	4	132	6%
E			4	2	1	1	2		2	2		10	2		26	1%
F	12	1	72	104	83	56	39	38	61	91	81	67	41	20	766	34%
Grand Total	33	3	209	244	242	165	114	84	192	250	229	245	158	74	2242	100%

61) Do other members of your household also ride VRE?

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

Count	Train															
Q61	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	9		30	50	46	39	26	7	13	30	26	37	27	19	359	10%
B	14	1	60	62	76	49	37	46	53	69	58	85	51	43	704	19%
C	46	7	220	265	279	212	160	121	205	248	258	255	213	108	2597	71%
Grand Total	69	8	310	377	401	300	223	174	271	347	342	377	291	170	3660	100%



THE FOLLOWING INFORMATION WILL BE USED FOR STATISTICAL PURPOSES ONLY.

62) Your gender:

a) Male

b) Female

Count	Train															
Q62	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	39	5	207	242	249	173	111	97	186	247	219	243	170	96	2284	62%
B	32	3	105	134	165	129	117	83	89	108	121	134	125	72	1417	38%
Grand Total	71	8	312	376	414	302	228	180	275	355	340	377	295	168	3701	100%

63) Your age:

a) Under 18

c) 25-34

e) 45-54

g) 65+

b) 18-24

d) 35-44

f) 55-64

Count	Train															
Q63	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A							1	1	1	2	1	5	1		12	0%
B	5		6	14	20	16	16	7	8	4	12	11	15	13	147	4%
C	16		32	46	63	49	55	38	25	48	34	56	64	40	566	15%
D	19	5	87	121	114	108	63	55	82	96	100	116	76	50	1092	30%
E	17	3	123	139	154	92	66	57	99	144	129	129	103	46	1301	35%
F	10		55	50	58	33	25	20	56	57	51	57	32	19	523	14%
G	4		7	5	3	5	3	2	3	4	9	3	2	1	51	1%
Grand Total	71	8	310	375	412	303	229	180	274	355	336	377	293	169	3692	100%

64) Which best represents your annual household income?

a) Under \$25, 000

c) \$50,000 - 74,999

e) \$100,000 -124,999

b) \$25,000 - 49,999

d) \$75,000 - 99,999

f) 125,000+

Count	Train															
Q64	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A	2		3	4	4	2	12	11	3	1	4	5	5	6	62	2%
B	6	1	30	41	51	35	28	17	16	26	14	19	23	16	323	9%
C	17	1	67	74	77	57	50	41	45	51	54	52	46	32	664	19%
D	19	2	77	104	117	84	49	53	72	103	77	88	50	34	929	26%
E	12	2	71	71	81	58	43	27	67	81	74	97	74	29	787	22%
F	12	2	48	70	73	60	39	25	57	73	101	99	81	41	781	22%
Grand Total	68	8	296	364	403	296	221	174	260	335	324	360	279	158	3546	100%





72) Miscellaneous comments:

Comment #	Comment
1	Survey too long
2	Do survey in the evening
3	Poor survey design/format
10	Monthly ticket problems
11	Free/delay ticket comments
12	Problems with buying tickets
13	Validator problems
14	Metrochek comments
20	Trains late or early
21	Add trains or service
22	Cars and seats uncomfortable
23	Conductor problems
24	Cars too hot or cold
25	Quiet car comments
26	Snack bar/café car comments
27	Too many/too few stops
28	Trains too crowded
29	Train odors
30	Train door problems
31	Train restroom complaints
32	Complaints about diesel fumes
33	Complaints about train PA systems
34	Complaints about train cleanliness
35	Horn/whistle too loud
40	Station maintenance problems
41	Station lighting problems
42	Problems boarding trains at stations
43	Station security concerns
44	Complaints about where doors open on platform
45	Station recycling comments
46	Station restroom complaints
47	Complaints about smoking on platforms
48	Parking problems
49	Signage/train announcement problems
60	Trains too slow
61	Too expensive
62	Positive comments
63	Amtrak comments
64	Guaranteed Ride Home comments
65	VRE communications comments
66	Complaints about VRE staff
67	Frequent Rider program comments
99	Other comments

Count	Train #														Grand Total
Comment #	84	86	300	302	304	306	308	310	322	324	326	328	330	332	
1	1		4	2	3	3	1	1	3	6	6	4	1	6	41
2			1												1
3			1	1	1	3	2	1	2	4	4	2		2	23
10	1		3		1	1				3	2	4	1	1	17
11	1		3	2	4	2	1	1		2			1	2	19
12			1	1	3		1	2	5	3	10	4	6	4	40
13			1	2	4		1		3	8	4	6	5		34
14				4	2	1			5	4	9	4	4	2	35
20	2		3	6	26	12	6	7	11	7	14	18	13	5	130
21	11		39	43	38	34	30	30	23	57	34	41	39	27	446
22	11		7	7	4	7	2	4	7	18	26	31	20	10	154
23	2	1	4	5	6	5	7	3	4	9	8	7	9	4	74
24	5		2	5	3	2	1	2	4	4	3	2	3	3	39
25	1		11	10	7	12	8	4	6	7	5	8	9	3	91
26	2		13	8	4	8	9	6	2	1		4	1		58
27	2		1												3
28	1		10	10	18	14	3	10	8	16	20	19	13	7	149
29	1		2	1		1									5
30			1	4	4	3	1			2		1			16
31			1	4	1	4			1		3		1		15
32			3	1	1		2		1						8
33			6	7	12	4	1	1		2	1	1	3		38
34					1					1	2	2	4	1	11
35										3	2	2	1		8
40			5	8	1		1	1	2	4	3	2	2	2	31
41			1												1
42			1							5	3	3	1		13
43			3	3	3	1			3	2	4	1	1	1	22
44			1	1	1	2	5	1	1	4	4	2	7	1	30
45			1		1			1							3
46			3	1	1		1	1						1	8
47			1	1	1	2	1		1	1		1	1		10
48				2		2	2	4	6	9	4	8	6	5	48
49				1	2	5	3	1	1	6	3	2	2	2	28
60	2		5	2	5	3		3	2	5	5	3	2	1	38
61	3	1	5	9	6	7	4	2	5	9	5	6	5	1	68
62	5	1	23	20	38	29	28	21	29	34	29	48	35	20	360
63	2														2
64	1														1
65		1	11	8	11	8	7	4	5	10	12	8	10	4	99
66			3	1	3	2	1	1	2		4	1	3		21
67					1										1
99			12	6	4	8	3	7	4	3	2	2	5	4	60
Grand Total	54	4	192	186	221	185	132	119	146	249	231	247	214	119	2299

Please circle a rating for each of the items below

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

**Customer Service:**

Responsiveness of VRE Staff	A	B	C	D	F	NA
Friendliness of VRE Staff	A	B	C	D	F	NA
VRE follow-up to delays or problems	A	B	C	D	F	NA
Lost and Found	A	B	C	D	F	NA
Timeliness of E-mail responses	A	B	C	D	F	NA
Quality of E-mail responses	A	B	C	D	F	NA
Quality of website	A	B	C	D	F	NA
Timeliness of website information	A	B	C	D	F	NA
Timeliness of Train Talk (E-mail News Service)	A	B	C	D	F	NA
Quality of Train Talk	A	B	C	D	F	NA
Overall Communication with Passengers	A	B	C	D	F	NA

**Train Crew Members:**

Are Knowledgeable About VRE Operations	A	B	C	D	F	NA
Are Helpful	A	B	C	D	F	NA
Are Courteous	A	B	C	D	F	NA
Make Regular Station Announcements	A	B	C	D	F	NA
Make Timely Delay Announcements	A	B	C	D	F	NA
Present A Professional Appearance	A	B	C	D	F	NA
Overall Crew Performance	A	B	C	D	F	NA

**VRE Operations:**

Convenience of schedules	A	B	C	D	F	NA
On-time performance	A	B	C	D	F	NA
Cleanliness of trains	A	B	C	D	F	NA
Cleanliness of stations	A	B	C	D	F	NA
Communication between VRE management and passengers	A	B	C	D	F	NA
Automated Telephone System (TRIP) 684-0400/ 1-800 RIDE VRE	A	B	C	D	F	NA
Reliability Of Ticket Vending Machines	A	B	C	D	F	NA
Reliability Of Ticket Validators	A	B	C	D	F	NA
Ease Of Buying A Ticket	A	B	C	D	F	NA
Ease Of Redeeming Metrocheks	A	B	C	D	F	NA
Station Parking Availability	A	B	C	D	F	NA
Public Address System On Train	A	B	C	D	F	NA
Public Address System On Platform	A	B	C	D	F	NA
Personal Security At Station And On Train	A	B	C	D	F	NA
Safety Of Train Equipment	A	B	C	D	F	NA
Station Signage	A	B	C	D	F	NA

Level Of Fare For Quality And  
Value Of Service  
Overall Service Quality

A	B	C	D	F	NA
A	B	C	D	F	NA

**THANK YOU** for your help!









































