



Virginia Railway Express Passenger Survey 2003 Survey Results

Welcome to VRE's 2003 Passenger Survey!

If you have already filled this out on the website, please do not complete this survey!!!

It is that time again. Each year VRE surveys its customers to determine their opinions on various areas of the VRE service and also to gauge the response to proposed changes. PLEASE take a few minutes to fill this out as every opinion counts. If you have filled this out online, please do not fill this out again.

After completing this survey you may hand it to a staff person or leave it on your seat as you detrain.

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	334	999	Grand Total	%
A									7	110	164	111	130	108	11	4	645	14%
B			2						4	72	90	90	107	72	24	3	464	10%
C									2	83	118	92	87	56	7		445	10%
D				1		1			7	62	84	19	59	68	6	1	308	7%
E						1	1		4	46	63	12	37	44	5		213	5%
F					1				1	9	9	2	7	13	2		44	1%
G	79	10	246	152	157	107	74	64							4		893	20%
H			115	85	76	57	66	39							1		439	10%
I	1		56	58	70	42	17	17							2		263	6%
J	5	1	46	36	36	38	8	18							1		189	4%
K			48	47	46	49	37	9							1		237	5%
L	14	4	50	40	46	51	33	7									245	5%
M	2		12	13	18	17	24	4					1				91	2%
N				4	1	5	3	1									14	0%
O	1											1		1			3	0%
Grand Total	102	15	575	436	451	368	263	159	25	382	528	327	437	362	55	8	4493	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	334	999	Grand Total	%
A	68	6	92	62	65	58	52	28	5	66	100	53	115	69	19	2	860	19%
B	1		243	174	145	131	96	54	9	180	221	136	189	195	22	3	1799	40%
C	3	1	141	142	144	103	55	38	6	118	178	107	81	84	11	2	1214	27%
D	27	7	48	23	50	49	44	24	4	14	27	27	43	9	1		397	9%
E				1				1	1	1	1	2	5				12	0%
F	4		4	6	7	2	2								1		26	1%
G			1	1	2	3	2										9	0%
H			9	3	7	4	1	4									28	1%
I			32	20	28	17	10	9					1				117	3%
Grand Total	103	14	570	432	448	367	262	158	25	379	527	325	434	358	53	7	4462	100%

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

3) Manassas Line

- a) 12:55p / 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) 7:10p / 19

4) Fredericksburg Line

- a) 10:45a / 79
- b) 1:05p / 301
- c) 2:30p / 95
- d) 3:38 / 303
- e) 4:05p / 305
- f) 4:45p / 307
- g) 5:15p / 309
- h) 5:45p / 93/83
- i) 5:55p / 311
- j) 6:40p / 313
- k) 7:00p / 85

Count	TRAIN																	
Q3	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A										1			1				2	0%
B									1	1	4		4	4			14	1%
C			2	4		2	1		10	91	50	33	31	121	5	2	352	17%
D				1	2	1			7	126	150	78	41	97	13	1	517	25%
E				4	2	1		2	4	83	165	99	100	59	7	2	528	25%
F	1				3	4			2	45	90	62	109	31	5	2	354	17%
G				1					1	22	41	30	92	24	10		221	11%
H		1	1							7	8	17	27	14	4		79	4%
I				1						1	5	2	6	1	1		17	1%
Grand Total	1	1	3	11	7	8	1	2	25	377	513	321	411	351	45	7	2084	100%

Count	TRAIN																
Q4	84	86	300	302	304	306	308	310	324	326	328	330	332	334	999	Grand Total	%
A														1		1	0%
B		1		1	3	2			1		1					9	0%
C		1			2					1		1				5	0%
D	4	2	166	70	31	22	14	9	1							319	14%
E	5		155	106	93	41	16	9				4	1			430	19%
F	17	4	129	132	147	109	52	29		1		2			1	623	27%
G	18		70	62	101	96	83	44	1	1		2				478	21%
H	33	1	8	11	17	16	10	8						1		105	5%
I	9	1	25	28	32	48	53	26		1		3	1			227	10%
J	4	1	9	7	10	21	24	24			1				1	102	4%
K	6	2		4	3	1	3	5		1						25	1%
Grand Total	96	13	562	421	439	356	255	154	3	5	2	12	3	1	2	2324	100%

5) What type of ticket are you using today?

- a) Single-Ride/Round-Trip
- b) Ten-Trip
- c) Monthly
- d) Free Ride Certificate
- e) TLC (Joint VRE-Metro Fare Card)

Count	TRAIN																	
Q5	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A			9	12	7	5	12	11		3	9	12	16	3	14	1	114	3%
B	69	10	322	252	259	208	159	101	12	206	269	129	233	214	28	9	2480	55%
C	30	3	197	149	154	130	72	37	11	149	220	162	171	125	11		1621	36%
D			10	4	7	5	5	3		2		4	2	1			43	1%
E	5	2	36	19	23	18	14	7	2	20	29	20	16	17	2		230	5%
Grand Total	104	15	574	436	450	366	262	159	25	380	527	327	438	360	55	10	4488	100%

6) Where did you purchase this ticket?

- a) Station from Ticket Vending Machine (TVM)
- b) Vendor
- c) Internet from commuterdirect.com

Count	TRAIN																	
Q6	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	47	6	155	135	146	136	112	79	9	133	190	151	207	118	28	3	1655	37%
B	51	8	395	286	286	211	139	76	16	229	317	163	212	236	23	7	2655	60%
C	4		14	11	10	10	6	2		15	19	9	3	5			108	2%
Grand Total	102	14	564	432	442	357	257	157	25	377	526	323	422	359	51	10	4418	100%

7) Currently a monthly ticket equals to 16 complete days of riding. If the monthly ticket was priced so that it was more cost effective, say to equal 14 days of riding, would you switch ticket types?

- a) Yes
- b) No

Count	TRAIN																	
Q7	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	65	4	337	262	275	215	152	92	16	234	336	205	241	208	28	9	2679	66%
B	27	8	186	145	137	114	83	54	8	110	144	93	141	116	17	1	1384	34%
Grand Total	92	12	523	407	412	329	235	146	24	344	480	298	382	324	45	10	4063	100%

8) Have you used one of the four Commuter Stores (Crystal City, Ballston, Rosslyn, Springfield)?

a) Yes

b) No

Count	TRAIN																	
Q8	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	21	7	230	180	190	137	88	58	9	170	230	134	125	144	15	2	1740	39%
B	83	8	334	250	255	229	167	99	16	208	294	193	300	211	34	6	2687	61%
Grand Total	104	15	564	430	445	366	255	157	25	378	524	327	425	355	49	8	4427	100%

9) 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																	
Q9	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
1	2		8	9	5	5	8	1		11	6	2	5	9			71	4%
2			6	4	4	1	3			2	6	3	6	4			39	2%
3	2		3	6	3	4	5	1		6	8	10	7	6	1		62	3%
4	1		16	7	8	7	2			2	3	3	5	2			56	3%
5	3		22	13	17	8	6	5	1	13	13	13	12	6	2		134	7%
6			16	9	8	12	4	3	1	11	11	6	5	9	2		97	5%
7	2	3	29	16	22	16	8	7	1	13	36	17	18	22	2		212	12%
8	3	1	45	36	45	19	19	15	1	34	60	23	30	27	1	2	361	20%
9	4	3	34	34	33	25	15	9	3	30	37	18	16	33	2	2	298	16%
10	5		65	59	56	48	26	19	2	51	57	42	36	38	6	1	511	28%
Grand Total	22	7	244	193	201	145	96	60	9	173	237	137	140	156	16	5	1841	100%

10) Have you used Commuter Direct via the Internet at www.commuterdirect.com?

a) Yes

b) No

Count	TRAIN																	
Q10	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	7		71	34	35	41	26	13		45	59	23	49	22	3		428	10%
B	96	15	492	396	410	318	229	143	25	329	462	300	376	330	49	11	3981	90%
Grand Total	103	15	563	430	445	359	255	156	25	374	521	323	425	352	52	11	4409	100%

11) 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														
Q11	84	300	302	304	306	308	310	324	326	328	330	332	334	Grand Total	%
1	1	6	1		4	2	1	1	2	2	2			22	5%
2		1	1						2		2	2		8	2%
3		2		4	1	2		4	2		1	1		17	4%
4		1	3	3				1		1	5			14	3%
5		8	7	5	4	3	2	7	6	2	3	4		51	11%
6	1	9	3	3	5	3	1	4	5	1	6	3		44	9%
7		11	3	7	4	3	4	4	12	1	6	1		56	12%
8	3	13	5	4	11	3	2	12	17	5	13	3	1	92	19%
9		9	7	8	5	6		4	3	8	8	2	1	61	13%
10	3	17	7	7	12	8	4	11	16	5	7	9	2	108	23%
Grand Total	8	77	37	41	46	30	14	48	65	25	53	25	4	473	100%

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

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

Count	TRAIN																	
Q16	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	5	2	21	20	18	20	23	8		14	26	17	17	14	5	1	211	5%
B	15	3	101	81	70	74	56	35	13	131	197	105	157	133	20	4	1195	27%
C	26	4	139	117	134	100	63	36	6	111	138	87	143	105	19	2	1230	28%
D	34	3	181	135	157	107	78	40	1	74	87	70	55	50	2	1	1075	24%
E	12	2	91	63	52	47	20	23	3	27	44	33	34	27	6		484	11%
F	10	1	36	18	20	17	19	15	2	20	32	16	30	28		2	266	6%
Grand Total	102	15	569	434	451	365	259	157	25	377	524	328	436	357	52	10	4461	100%

17) 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) DASH
- j) Fairfax Connector
- k) Other

Count	TRAIN																	
Q17	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	43	4	286	256	261	220	153	90	11	244	323	184	257	225	33	5	2595	60%
B	1		2	5	10			1		1	5	2	4	1			32	1%
C		3	1	1	3	1		1			2	2	4	1			19	0%
D	47	7	154	94	93	77	71	40	8	74	125	88	115	71	16	3	1083	25%
E	6		41	36	28	36	19	14	2	15	33	23	22	25	2	2	304	7%
F			18	10	14	6	5	3	2	13	11	1	3	8			94	2%
G			8	1	3	4				4	3	1	1		1		26	1%
H			3							1							4	0%
I			12	3	8	8	3	5	1	3	4	4	4	1			55	1%
J			4	3	4						1	2					14	0%
K	1		31	22	13	4	1	1	1	9	10	6	4	15			118	3%
Grand Total	98	14	560	431	437	356	252	155	25	364	516	313	414	347	52	10	4344	100%

18) Do you own a Metro SmartTrip Card?

- a) Yes
- b) No

Count	TRAIN																	
Q18	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	26	3	164	106	113	92	52	33	11	101	146	85	93	86	12	3	1126	25%
B	78	12	405	328	337	273	206	124	14	277	379	243	340	273	40	8	3337	75%
Grand Total	104	15	569	434	450	365	258	157	25	378	525	328	433	359	52	11	4463	100%

19) 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																	
Q19	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	22	2	109	102	106	87	68	35	6	95	143	81	111	92	7		1066	24%
B	23	4	155	126	148	116	81	49	8	127	158	102	138	117	20	3	1375	31%
C	23	4	131	108	98	92	45	32	6	86	119	81	96	79	17	1	1018	23%
D	20	3	95	55	47	38	38	24	5	44	63	38	67	36	3	2	578	13%
E	16	2	71	39	46	32	23	17		24	41	22	21	30	4	1	389	9%
Grand Total	104	15	561	430	445	365	255	157	25	376	524	324	433	354	51	7	4426	100%

20) How do you get to work on the days you do not ride the VRE?

- a) Always use VRE
- b) Drive alone
- c) Carpool
- d) Vanpool
- e) Car and Metrorail
- f) Bus
- g) Car and Bus
- h) Bus and Metrorail
- i) "Slug"
- j) Other

Count	TRAIN																	
Q20	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	31	4	200	132	157	130	92	23	7	115	184	124	136	105	14	1	1455	34%
B	39	7	223	155	136	120	87	91	9	110	149	84	132	117	13		1472	34%
C	11		34	33	39	19	13	7	1	25	28	18	18	17	2		265	6%
D			7	6	2	1	1	2		4	2	1			1		27	1%
E	9	1	58	57	64	48	44	22	7	98	128	81	104	85	9	1	816	19%
F			5	3	2	3	1			5	1	1	4		2		27	1%
G			5	2	3	1	1			3	3		1				19	0%
H	1		4	7	1	4	3	1	1	9	7	4	9	10	1	1	63	1%
I	4		14	25	23	22	7	2		2	4	3	2	5	1	2	116	3%
J	7	1	3	8	5	9	2	7		2	7	3	5	9	3	1	72	2%
Grand Total	102	13	553	428	432	357	251	155	25	373	513	319	411	348	46	6	4332	100%

21) 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) Car and Bus
- g) Bus and Metrorail
- h) "Slug"
- i) I have always used VRE
- j) Other

Count	TRAIN																	
Q21	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	41	6	188	150	176	138	88	58	11	113	196	118	161	124	17	2	1587	36%
B	8		59	47	39	28	26	15	3	45	59	29	46	55	7	1	467	11%
C	5		60	40	18	20	10	4	3	18	22	10	11	17	2	1	241	6%
D	9	1	48	37	32	27	33	20	5	72	88	73	82	58	9	3	597	14%
E	5	1	25	22	13	9	5	9		12	10	4	6	12		1	134	3%
F	1	1	8	9	11	3	3	4		2	6	3	3	5			59	1%
G	4	1	12	11	11	16	12	4	2	18	28	12	22	10	2		165	4%
H	2	1	18	21	26	16	6	3		4	9	3	3	7	1	1	121	3%
I	22	3	134	82	105	96	62	32	1	76	89	62	72	58	6	1	901	21%
J	5		11	8	13	6	7	7		9	6	6	11	6	2	1	98	2%
Grand Total	102	14	563	427	444	359	252	156	25	369	513	320	417	352	46	11	4370	100%

What are your work hours? (Choose the one closest to your schedule)

22) Start Time (AM)

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

Count	TRAIN																	
Q22	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	1	1	14	5	2		1	1	4	2	3		2	50			86	2%
B			104	16	8	3		1	14	16	13	1	2	112	1		291	7%
C	1		138	18	1	4	5	2	3	17	7		4	43	2	1	246	6%
D	1	2	158	45	13	11	1	3	3	82	10	9	8	56		2	404	9%
E	2		95	156	30	9	7	2	1	133	34	10	11	41	3	1	535	12%
F	3		28	115	82	22	10	4		64	146	19	18	10	5	1	527	12%
G	3		10	33	118	24	1	4		31	118	25	13	3	4		387	9%
H	6		12	20	114	46	15	4		13	58	70	18	3	3	2	384	9%
I	7		3	11	47	121	27	6		12	84	111	38	1	3	1	472	11%
J	39		2	6	21	79	56	10		3	28	57	83	7	1	1	393	9%
K	20		3	4	5	30	35	14		2	9	10	63	7	4	1	207	5%
L	14	1		3	5	14	53	30		2	8	10	76	9	3		228	5%
M	3	1	1		3	3	39	63		2	2	2	82	16	8		225	5%
N	1	8	1		1		4	12			1		2	1	4	1	36	1%
Grand Total	101	13	569	432	450	366	254	156	25	379	521	324	420	359	41	11	4421	100%

23) End Time (PM)

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

Count	TRAIN															Grand Total	%	
Q23	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A		1	1							1	1		2	1			7	0%
B	1		2	1	1	1			1			1	1	2			11	0%
C			4		1		2	1						2			10	0%
D	1		17	4	1	2	1		2	4			3	7		1	43	1%
E			29	5	5		4	2	3	10	4	2		18	1		83	2%
F		1	92	23	7	5	5	4	2	31	7	8	7	38	2		232	5%
G	1		57	51	18	6	6	3	3	40	16	9	5	44	1		260	6%
H		1	73	61	38	14	7	2	2	28	37	15	11	43	1	1	334	8%
I	6	1	85	53	69	36	12	6	2	52	59	18	18	33	5		455	10%
J	11		78	50	66	30	15	3	2	66	86	47	27	42	4	2	529	12%
K	6	1	24	57	70	43	26	7	3	30	62	48	24	26	1	3	431	10%
L	18		30	38	48	65	31	20	3	35	59	36	42	25	4	1	455	10%
M	24	1	29	38	66	68	49	32	1	25	88	58	90	19	7	2	597	14%
N	14	2	14	16	27	30	37	22		24	41	29	58	14	4		332	8%
O	12		17	8	11	28	22	14	1	10	23	22	51	11	1		231	5%
P	3		5	10	7	13	14	12		11	12	11	25	11	3		137	3%
Q	2		3	5	1	8	6	7		4	7	8	18	9	2		80	2%
R	3		2	4	3	6	6	10		1	6	7	14	7	1		70	2%
S		2	4	4	3	4	7	7		4	5	2	9	1	2	1	55	1%
T					1	2	3	1		1	4	3	10	4	1		30	1%
U		1			1	2					1		4				9	0%
V				1													1	0%
W			1			1							1		1		4	0%
X	1		1		2			1							1		6	0%
Y		2			3		2										7	0%
Grand Total	103	13	568	429	449	364	255	154	25	377	518	324	420	357	42	11	4409	100%

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	334	999	Grand Total	%
A	2	2	2	3	5	6	2	2		2	4	4	4	1	1		40	1%
B	2	1	10	12	12	9	9	10	2	15	17	4	10	5	4		122	3%
C	7	2	37	26	26	13	21	13	5	13	33	14	26	22	3	2	263	6%
D	24		120	76	72	48	42	37	1	64	74	29	67	75	6		735	16%
E	67	8	392	306	332	285	177	90	17	284	388	272	309	252	25	7	3211	72%
F	2	1	7	5	4	3	2			1	2	1	4	4			36	1%
G				5	2	2	4	5			5	3	5	1	3	2	37	1%
H			2	2			2				1	1	2		3		13	0%
Grand Total	104	14	570	435	453	366	259	157	25	379	524	328	427	360	45	11	4457	100%

25) Do you tele-work one or more days per week?

- a) Yes
- b) No

Count	TRAIN																	
Q25	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	10	2	37	27	25	23	30	27	1	19	39	17	32	25	7		321	7%
B	93	12	531	403	426	341	231	126	24	357	487	310	392	334	40	11	4118	93%
Grand Total	103	14	568	430	451	364	261	153	25	376	526	327	424	359	47	11	4439	100%

26) How often do you use a mid-day 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
- f) Never

Count	TRAIN																	
Q26	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	1		2	3	2		1			2	2	1	5	1	1		21	0%
B	4	1	35	24	19	15	8	6	1	15	21	27	20	25	4		225	5%
C	2	1	9	6	5	5	4	2	2	1	7	2	6	8	4		64	1%
D	18	4	169	121	118	79	43	35	9	100	119	71	92	106	8		1092	25%
E	51	6	279	199	220	195	151	76	8	221	280	171	224	175	29	8	2293	52%
F	28	3	75	81	85	72	51	38	5	39	94	54	79	41	1	3	749	17%
Grand Total	104	15	569	434	449	366	258	157	25	378	523	326	426	356	47	11	4444	100%

27) 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																	
Q27	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	71	5	352	249	280	226	158	87	20	221	286	188	231	202	28	3	2607	60%
B	33	8	202	177	163	132	93	65	5	152	232	132	180	145	16	5	1740	40%
Grand Total	104	13	554	426	443	358	251	152	25	373	518	320	411	347	44	8	4347	100%

- 28) Would you 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)

Count	TRAIN																
Q28	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	24	3	82	80	76	79	64	40		44	96	54	90	33	8	2	775
B	70	11	233	232	247	227	176	110	6	191	311	218	299	141	24	4	2500
C	12	1	380	149	91	68	29	23	11	71	60	30	38	144	3	2	1112
Grand Total	106	15	695	461	414	374	269	173	17	306	467	302	427	318	35	8	4387

- 29) We are considering changing the departure time for #334 (out of Broad Run so that it operates earlier in the morning. It currently leaves at 10:15a. If this is a train you utilize, would you prefer a departure time of
- a) 8:20a
 - b) 8:50a
 - c) 9:20a
 - d) Leave it departing at 10:15a

Count	TRAIN																	
Q29	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	1		4	3	6	3	3	2	2	14	26	24	53	19	4		164	12%
B	2	1		3	2	4	3	1	1	21	41	28	71	26	5		209	16%
C	1	2	1	1	4	4	3	3	4	50	75	51	77	46	13		335	25%
D	2		14	15	12	8	7	3	3	85	160	101	102	74	21	1	608	46%
Grand Total	6	3	19	22	24	19	16	9	10	170	302	204	303	165	43	1	1316	100%

- 30) Have you: (Circle all that apply)?
- a) Contacted VRE by e-mail
 - b) Visited www.vre.org
 - c) Used Guaranteed Ride Home
 - d) Used Security Blanket

Count	TRAIN																
Q30	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	43	5	312	221	226	178	114	74	17	193	276	158	201	188	20	4	2230
B	96	12	511	389	395	334	224	138	24	354	473	297	406	321	42	11	4027
C	5	2	60	32	30	40	14	24	2	39	54	36	46	47	5		436
D	1		3		2	4	1	1		2	1	1	3	2			21
Grand Total	145	19	886	642	653	556	353	237	43	588	804	492	656	558	67	15	6714

- 31) If you answered yes to question #30, please rate your level of satisfaction with Guaranteed Ride Home. (1 being not satisfied – 10 being totally satisfied)
- 1 2 3 4 5 6 7 8 9 10

Count	TRAIN																	
Q31	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
1	1		7	6	2	1	5	4		5	2	5	8	4	1		51	4%
2			1		1	1	2		1				2				8	1%
3				4	1	1	1			1	5	2	3		1		19	1%
4			7	4		3	2	1		2		4	2		1		26	2%
5	4		11	10	5	5	5	4	1	7	3	5	10	7			77	6%
6	3		8	7	10	8	1			8	4	1	6	8			64	5%
7	3		24	23	16	14	10	1		11	20	12	10	8	2	1	155	12%
8	7	1	33	24	22	21	13	9		26	35	16	25	21	4		257	20%
9	5		23	23	29	14	8	10		17	34	20	19	21	1		224	17%
10	5	3	56	39	38	37	13	21	3	31	46	31	28	41	7	1	400	31%
Grand Total	28	4	170	140	124	105	60	50	5	108	149	96	113	110	17	2	1281	100%

36) 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 VRE when I purchased my home

Count	TRAIN																	
Q36	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	35	5	204	150	175	138	109	65	7	120	168	123	151	114	7	2	1573	36%
B	15	4	113	95	82	67	44	30	2	70	109	70	63	65	11	3	843	19%
C	28	3	150	124	114	98	54	45	10	97	130	78	112	109	17	3	1172	27%
D	21	3	94	59	71	56	44	17	6	82	113	54	100	64	11	3	798	18%
Grand Total	99	15	561	428	442	359	251	157	25	369	520	325	426	352	46	11	4386	100%

37) How long have you been riding VRE?

- a) Less than 6 months
- b) 6 months to a year
- c) 1-2 years
- d) 3-4 years
- e) 5-6 years
- f) 6-8 years
- g) 9-10 years
- h) Since the start of service in 1992

Count	TRAIN																	
Q37	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	18	2	70	61	77	54	41	19	5	42	69	53	55	36	9	2	613	14%
B	14	2	91	59	67	60	37	15	3	40	77	66	59	40	2	1	633	14%
C	28	4	132	111	107	97	74	39	7	106	124	55	107	76	14	2	1083	25%
D	26	2	122	84	80	61	34	34	2	76	107	55	79	69	7		838	19%
E	2		34	35	36	22	19	19		34	43	28	26	41	3	1	343	8%
F	6	1	34	34	24	20	15	5	3	28	44	25	36	25	2		302	7%
G	2	3	32	19	22	23	13	10	1	22	28	21	23	27	3		249	6%
H	6	1	42	27	30	25	22	14	4	28	31	19	47	39	6	2	343	8%
Grand Total	102	15	557	430	443	362	255	155	25	376	523	322	432	353	46	8	4404	100%

38) When you changed your commute to VRE, why did you change?

- a) Changed Jobs
- b) Changed residence
- c) Old way of commuting became unattractive
- d) Wanted to try the train, then liked it

Count	TRAIN																	
Q38	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	35	2	155	127	120	102	59	33	6	107	149	100	90	94	12	2	1193	30%
B	25	2	150	117	122	112	86	44	7	104	132	87	123	77	6		1194	30%
C	17	4	114	87	96	56	46	35	8	72	107	64	99	76	12		893	23%
D	13	5	88	69	57	52	40	27	3	60	93	45	65	53	9	2	681	17%
Grand Total	90	13	507	400	395	322	231	139	24	343	481	296	377	300	39	4	3961	100%

39) If you have been riding VRE for less than one year, 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) I just *love* trains
- o) Other

Count	TRAIN																
Q39	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	6	1	43	36	49	39	26	12	1	12	12	9	5	8	1		260
B	8		51	48	56	44	23	15	2	31	56	38	38	23	8	1	442
C	3		10	7	11	5	4	2	1	3	6	3	3	4		1	63
D	2		13	5	17	12	7			8	8	6	9	4		1	92
E	4		53	43	40	31	13	2	2	22	37	20	12	28	2	4	313
F	16	1	72	64	71	61	31	11	3	40	80	63	54	40	5	3	615
G	13	1	72	59	68	45	32	16	4	38	52	43	40	32	1	2	518
H				1	1	1	1	1		1	2	2	3	2			15
I	2		24	20	18	13	8	2	2	7	14	9	10	15	1		145
J	14	1	22	13	22	7	13	4	1	3	5	4	2	3		1	115
K	1		7	4	7	3	3	1	1	4	2	3		2			38
L			6	2	1		1	2			2			1			15
M	2		11	3	7	3	3		1	5	7	11	3	1			57
N	8	1	13	11	11	11	7	3	2	9	15	8	9	12			120
O	9	1	36	25	30	12	13	10	1	19	31	29	28	16			260
Grand Total	88	6	433	341	409	287	185	81	21	202	329	248	216	191	18	13	3068

40) 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																
Q40	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	2		11	19	21	9	7	2	1	4	19	10	10	2	2	119	32%
B		1	10	5	9	10	3	3		6	5	7	7	4	2	72	19%
C			7	6	5	3	5	3		10	4	4	1	5	1	54	14%
D	1		5	3	3					1	6	1	2	1		23	6%
E			10	3	6	12	2	1		3	14	6	6	3		66	18%
F	2		6	6	5	6	1	2		2	5	2	2	1	1	41	11%
Grand Total	5	1	49	42	49	40	18	11	1	26	53	30	28	16	6	375	100%

41) Has VRE service improved over the last year?

- a) Yes, improved
- b) No, service declined
- c) Service is the same as last year
- d) No comment

Count	TRAIN																	
Q41	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	19	4	126	97	118	76	49	47	7	122	185	115	130	130	17	2	1244	29%
B	16	1	84	65	57	58	44	17	2	25	37	19	40	34	4	1	504	12%
C	39	5	220	171	159	135	104	54	10	158	191	102	162	134	14	5	1663	39%
D	22	4	115	85	83	78	45	34	4	54	82	74	74	47	8	2	811	19%
Grand Total	96	14	545	418	417	347	242	152	23	359	495	310	406	345	43	10	4222	100%

42) If you are a regular rider, what influences your decision to stay? (Circle 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																	
Q42	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	
A	16	3	136	99	99	76	70	50	6	107	160	89	95	97	15	5	1123	
B	88	10	486	371	382	316	211	134	23	332	475	297	376	324	36	9	3870	
C	24	5	163	116	135	96	83	41	6	144	226	135	135	157	21	4	1491	
D	43	11	318	254	267	213	158	96	14	242	375	229	276	263	32	4	2795	
E	31	5	198	138	176	134	77	66	11	210	289	193	208	206	29	6	1977	
F	19	5	146	95	108	87	72	39	5	108	157	104	126	131	13	5	1220	
G	17	5	190	116	153	114	82	53	11	160	263	149	170	165	23	8	1679	
Grand Total	238	44	1637	1189	1320	1036	753	479	76	1303	1945	1196	1386	1343	169	41	14155	

43) For whom do you work?

- a) Federal Government
- b) Military agency or position
- c) Private Company
- d) Association
- e) Self Employed
- f) Student
- g) Tourist
- h) Other

Count	TRAIN																	
Q43	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	37	7	349	232	225	178	109	62	18	229	274	149	182	232	22	8	2313	53%
B	4		65	57	50	30	10	4	1	36	48	25	8	37	1		376	9%
C	34	3	118	113	136	124	84	59	5	92	148	109	142	67	12	2	1248	29%
D	13	1	8	10	20	13	39	18		4	26	21	54	13	2		242	6%
E	3	2	4	3	2	1	3	6		1	2	3	9		4		43	1%
F	2				1	1	2	1		1	2	2	2		1		15	0%
H	5	2	15	13	7	14	6	6	1	9	20	15	17	3	4	1	138	3%
Grand Total	98	15	559	428	441	361	253	156	25	372	520	324	414	352	46	11	4375	100%

44) 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																Grand Total
Q44	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	61	7	423	309	309	240	156	84	18	285	392	201	251	282	21	8	3047
B	5		31	27	23	25	13	10		13	28	19	34	10	3		241
C	7		48	52	52	42	43	17	5	53	69	32	52	37	8		517
D	11	1	31	30	35	26	17	19	2	25	37	37	27	19	4	1	322
Grand Total	84	8	533	418	419	333	229	130	25	376	526	289	364	348	36	9	4127

45) Do you get Metrochek?

- a) Monthly
- b) Bi-monthly
- c) Quarterly
- d) Other

Count	TRAIN																Grand Total	%
Q45	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999		
A	37	3	143	138	130	122	90	47	5	112	178	89	137	108	8	4	1351	43%
B	3		6	8	6	5	5	1		4	4	13	6	4	2		67	2%
C	17	4	267	168	174	104	56	36	11	167	201	97	101	175	11	3	1592	51%
D	2		11	8	7	13	6	7		6	7	8	15	2	5	2	99	3%
Grand Total	59	7	427	322	317	244	157	91	16	289	390	207	259	289	26	9	3109	100%

46) If you answered yes to #45 please detail, how much Metrochek do you receive?

- a) \$100
- b) \$76-99
- c) \$60-75
- d) \$51-59
- e) \$41-50
- f) \$30-40
- g) Less than \$30
- h) Not applicable

Count	TRAIN																Grand Total	%
Q46	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999		
A	46	7	372	269	258	188	112	67	14	248	323	167	198	257	18	7	2551	83%
B	3		6	14	15	12	8			10	17	7	10	8	1	1	112	4%
C	8		16	13	19	8	18	7	2	16	24	17	19	12	2		181	6%
D			1	1	2	2	3	1			3	1	2				16	1%
E			2	3	5	6	3	1		2	5		1	2	1		31	1%
F			4	2	9	7	2	3		1	3	3	6	1			41	1%
G	1		2	1		1	2	1			1		1				10	0%
H	5		18	14	18	12	8	8	3	11	11	13	15	8	1	2	147	5%
Grand Total	63	7	421	317	326	236	156	88	19	288	387	208	252	288	23	10	3089	100%

47) Do you know where the fire extinguisher and first aid kit are located on your train car?

- a) Yes
- b) No

Count	TRAIN																Grand Total	%
Q47	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999		
A	62	8	427	312	320	275	176	103	22	283	421	263	306	260	37	2	3277	75%
B	40	7	134	111	124	85	77	50	3	89	100	57	113	87	9	4	1090	25%
Grand Total	102	15	561	423	444	360	253	153	25	372	521	320	419	347	46	6	4367	100%

57) Would you be interested in? (circle all that apply)

a) A Soda Vending machine on the platform

b) An ATM on the platform

Count	TRAIN																Grand Total
Q57	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	64	7	319	211	250	196	148	102	7	180	267	171	225	154	25	7	2333
B	54	5	232	140	174	143	113	75	6	123	193	155	171	105	17	5	1711
Grand Total	118	12	551	351	424	339	261	177	13	303	460	326	396	259	42	12	4044

61) Number of children under 18 year of age living at home:

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

Count	TRAIN																	
Q61	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	55	7	329	242	259	203	143	83	13	204	280	181	220	204	27	7	2457	57%
B	19	1	95	70	74	71	44	25	5	56	85	55	82	54	1	1	738	17%
C	20	4	87	77	74	60	40	22	4	70	98	55	76	57	8	1	753	18%
D	2	1	31	22	18	15	20	10	1	29	32	18	20	19	5	2	245	6%
E	3	1	5	7	10	4	4	6		7	9	4	6	4	1		71	2%
F			2	2		1	2	2		3	4	1	2	1	3		23	1%
G			1		4	1				1	1		1	1			10	0%
Grand Total	99	14	550	420	439	355	253	148	23	370	509	314	407	340	45	11	4297	100%

62) Do you

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

Count	TRAIN																	
Q62	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	78	12	501	380	388	305	203	136	20	343	478	276	361	319	43	7	3850	89%
B	22	2	55	40	53	53	50	18	4	28	33	38	49	25	5	4	479	11%
Grand Total	100	14	556	420	441	358	253	154	24	371	511	314	410	344	48	11	4329	100%

63) Are you a passenger with a disability?

- a) Yes
- b) No

Count	TRAIN																	
Q63	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	4	1	32	19	27	11	10	6	1	21	17	14	13	14	4		194	4%
B	97	14	530	407	420	348	245	148	23	351	502	303	403	333	44	11	4179	96%
Grand Total	101	15	562	426	447	359	255	154	24	372	519	317	416	347	48	11	4373	100%

64) Your Ethnic origin/Race: (Optional)

- a) Caucasian
- b) African American
- c) Asian/Pacific Islander
- d) Hispanic
- e) Native American
- f) Multi-ethnic
- g) Other

Count	TRAIN																	
Q64	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	69	13	409	324	332	259	191	115	19	297	427	251	312	283	38	10	3349	81%
B	11	1	65	50	57	42	25	17	1	10	23	17	30	14	3		366	9%
C	5		9	5	7	8	12	4	1	14	17	21	19	10	4	1	137	3%
D	4		16	10	8	16	9	4	1	10	13	7	9	8	3		118	3%
E	1		9	1	4	1		1	1	5	4	3	4	1			35	1%
F	1		8	2	3	4	5	1		4	2	3	9	1			43	1%
G	1		10	8	12	8	3	5		10	8	5	11	12			93	2%
Grand Total	92	14	526	400	423	338	245	147	23	350	494	307	394	329	48	11	4141	100%

65) Marital status:

a) Married

b) Single

c) Widowed/ Divorced

Count	TRAIN																	
Q65	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	%
A	63	11	449	330	350	270	174	115	17	324	432	225	306	284	34	8	3392	78%
B	23	3	60	53	60	65	51	27	4	30	57	59	68	37	9	3	609	14%
C	11		46	38	36	22	26	12	2	19	26	31	36	26	5		336	8%
Grand Total	97	14	555	421	446	357	251	154	23	373	515	315	410	347	48	11	4337	100%

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	N/A
Friendliness Of VRE Staff	A	B	C	D	F	N/A
VRE Follow-Up To Delays Or Problems	A	B	C	D	F	N/A
Lost And Found Department	A	B	C	D	F	N/A
Timeliness Of E-Mail Responses	A	B	C	D	F	N/A
Quality Of E-Mail Responses	A	B	C	D	F	N/A
Quality Of Website	A	B	C	D	F	N/A
Timeliness Of Website Information	A	B	C	D	F	N/A
Timeliness Of Train Talk (E-Mail News Service)	A	B	C	D	F	N/A
Quality Of Train Talk	A	B	C	D	F	N/A
Overall Communication With Passengers	A	B	C	D	F	N/A

Train Crew Members:

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

VRE Operations:

Convenience Of Schedules	A	B	C	D	F	N/A
On-Time Performance	A	B	C	D	F	N/A
Cleanliness Of Trains	A	B	C	D	F	N/A
Cleanliness Of Stations	A	B	C	D	F	N/A
Communications Between VRE Management & Passengers	A	B	C	D	F	N/A
Automated Telephone System 684-0400/ 1-800 RIDE VRE	A	B	C	D	F	N/A
Reliability Of Ticket Vending Machines	A	B	C	D	F	N/A
Ease Of Buying A Ticket	A	B	C	D	F	N/A
Ease Of Redeeming Metrocheks	A	B	C	D	F	N/A
Station Parking Availability	A	B	C	D	F	N/A
Public Address System On Train	A	B	C	D	F	N/A
Public Address System On Platform	A	B	C	D	F	N/A
Personal Security At Station And On Train	A	B	C	D	F	N/A
Safety Of Train Equipment	A	B	C	D	F	N/A
Station Signage	A	B	C	D	F	N/A
Level Of Fare For Quality And Value Of Service	A	B	C	D	F	N/A
Overall Service Quality	A	B	C	D	F	N/A

Grade Results

Customer Service:

1) Responsiveness of VRE Staff

Count	TRAIN																Grand Total
G1	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	48	7	208	160	190	141	115	71	11	164	244	144	196	163	22	5	1889
B	31	3	212	153	168	136	91	52	7	155	176	114	145	119	12	4	1578
C	16	2	74	51	41	37	19	13	6	22	49	26	24	34	1	1	416
D	3		17	11	7	8	5	6	1	3	7	3	6	6			83
F			4	8	7	3	2	1		2	1	4	4	1	1		38
N	2	1	21	8	8	8	8	1		8	18	14	21	10	3	1	132
Grand Total	100	13	536	391	421	333	240	144	25	354	495	305	396	333	39	11	4136

Percent	TRAIN																Grand Total
G1	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	48%	54%	39%	41%	45%	42%	48%	49%	44%	46%	49%	47%	49%	49%	56%	45%	46%
B	31%	23%	40%	39%	40%	41%	38%	36%	28%	44%	36%	37%	37%	36%	31%	36%	38%
C	16%	15%	14%	13%	10%	11%	8%	9%	24%	6%	10%	9%	6%	10%	3%	9%	10%
D	3%	0%	3%	3%	2%	2%	2%	4%	4%	1%	1%	1%	2%	2%	0%	0%	2%
F	0%	0%	1%	2%	2%	1%	1%	1%	0%	1%	0%	1%	1%	0%	3%	0%	1%
N	2%	8%	4%	2%	2%	2%	3%	1%	0%	2%	4%	5%	5%	3%	8%	9%	3%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

2) Friendliness of VRE Staff

Count	TRAIN																Grand Total
G2	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	47	7	231	178	203	157	142	74	13	172	248	143	193	165	17	5	1995
B	29	3	215	133	159	120	77	51	7	128	179	108	143	124	15	5	1496
C	18	2	63	62	48	43	19	15	5	43	46	37	39	34	4	1	479
D	3		15	16	5	6	2	4		6	17	6	9	5			94
F	1		4	2	3	3				1		4	1	1			20
N	1	1	12	4	3	5	2	1		3	5	8	12	5	2		64
Grand Total	99	13	540	395	421	334	242	145	25	353	495	306	397	334	38	11	4148

Percent	TRAIN																Grand Total
G2	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	47%	54%	43%	45%	48%	47%	59%	51%	52%	49%	50%	47%	49%	49%	45%	45%	48%
B	29%	23%	40%	34%	38%	36%	32%	35%	28%	36%	36%	35%	36%	37%	39%	45%	36%
C	18%	15%	12%	16%	11%	13%	8%	10%	20%	12%	9%	12%	10%	10%	11%	9%	12%
D	3%	0%	3%	4%	1%	2%	1%	3%	0%	2%	3%	2%	2%	1%	0%	0%	2%
F	1%	0%	1%	1%	1%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
N	1%	8%	2%	1%	1%	1%	1%	1%	0%	1%	1%	3%	3%	1%	5%	0%	2%
Grand Total	100%	100%	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																Grand Total	
G3	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999		
A	23	3	120	84	104	69	65	35	7	100	133	88	113	97	11	3		1055
B	34	7	171	119	139	107	87	46	11	131	196	125	140	122	13	4		1452
C	21	2	125	123	108	99	45	37	5	80	101	49	76	56	2	3		932
D	8		68	35	37	32	20	15	2	18	24	18	27	33				337
F	6		25	18	14	8	7	7		4	7	6	11	5	2			120
N	5	1	26	10	16	14	12	1		19	27	18	24	16	8	1		198
Grand Total	97	13	535	389	418	329	236	141	25	352	488	304	391	329	36	11		4094

Percent	TRAIN																Grand Total	
G3	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999		
A	24%	23%	22%	22%	25%	21%	28%	25%	28%	28%	27%	29%	29%	29%	31%	27%		26%
B	35%	54%	32%	31%	33%	33%	37%	33%	44%	37%	40%	41%	36%	37%	36%	36%		35%
C	22%	15%	23%	32%	26%	30%	19%	26%	20%	23%	21%	16%	19%	17%	6%	27%		23%
D	8%	0%	13%	9%	9%	10%	8%	11%	8%	5%	5%	6%	7%	10%	0%	0%		8%
F	6%	0%	5%	5%	3%	2%	3%	5%	0%	1%	1%	2%	3%	2%	6%	0%		3%
N	5%	8%	5%	3%	4%	4%	5%	1%	0%	5%	6%	6%	6%	5%	22%	9%		5%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%

4) Lost and Found

Count	TRAIN																Grand Total	
G4	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999		
A	9	2	100	77	85	67	54	30	5	84	117	83	88	88	6	2		897
B	10	2	89	60	62	51	33	30	3	51	80	39	55	52	4	3		624
C	15	2	49	36	42	32	13	14	4	27	55	32	45	34	5			405
D	3		13	17	13	13	7	8		11	21	22	13	11	1	1		154
F	4		8	12	12	4	3	3		11	11	10	11	6				95
N	56	7	255	137	183	156	100	40	13	165	204	114	167	131	20	5		1753
Grand Total	97	13	514	339	397	323	210	125	25	349	488	300	379	322	36	11		3928

Percent	TRAIN																Grand Total	
G4	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999		
A	9%	15%	19%	23%	21%	21%	26%	24%	20%	24%	24%	28%	23%	27%	17%	18%		23%
B	10%	15%	17%	18%	16%	16%	16%	24%	12%	15%	16%	13%	15%	16%	11%	27%		16%
C	15%	15%	10%	11%	11%	10%	6%	11%	16%	8%	11%	11%	12%	11%	14%	0%		10%
D	3%	0%	3%	5%	3%	4%	3%	6%	0%	3%	4%	7%	3%	3%	3%	9%		4%
F	4%	0%	2%	4%	3%	1%	1%	2%	0%	3%	2%	3%	3%	2%	0%	0%		2%
N	58%	54%	50%	40%	46%	48%	48%	32%	52%	47%	42%	38%	44%	41%	56%	45%		45%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%

5) Timeliness of E-mail responses

Count	TRAIN																Grand Total	
G5	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999		
A	15	2	89	62	77	46	34	18	4	53	77	53	53	59	8	3		653
B	16	1	110	81	91	62	49	29	8	78	87	52	78	63	7			812
C	16	2	81	61	47	39	30	13	4	38	59	43	27	52	2	1		515
D	4	1	30	20	16	28	12	8	5	15	31	12	16	21	1	1		221
F	4		28	16	20	12	5	5		11	16	12	13	13	2			157
N	40	7	185	108	143	135	84	41	4	147	204	126	178	111	16	5		1534
Grand Total	95	13	523	348	394	322	214	114	25	342	474	298	365	319	36	10		3892

Percent	TRAIN																Grand Total	
G5	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999		
A	16%	15%	17%	18%	20%	14%	16%	16%	16%	15%	16%	18%	15%	18%	22%	30%		17%
B	17%	8%	21%	23%	23%	19%	23%	25%	32%	23%	18%	17%	21%	20%	19%	0%		21%
C	17%	15%	15%	18%	12%	12%	14%	11%	16%	11%	12%	14%	7%	16%	6%	10%		13%
D	4%	8%	6%	6%	4%	9%	6%	7%	20%	4%	7%	4%	4%	7%	3%	10%		6%
F	4%	0%	5%	5%	5%	4%	2%	4%	0%	3%	3%	4%	4%	4%	6%	0%		4%
N	42%	54%	35%	31%	36%	42%	39%	36%	16%	43%	43%	42%	49%	35%	44%	50%		39%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%

6) Quality of E-mail responses

Count	TRAIN																Grand Total	
G6	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999		
A	18	1	91	66	83	55	38	26	6	71	93	58	62	65	8	4		745
B	16	2	129	85	97	57	54	29	6	75	106	65	80	70	7			878
C	11	3	85	58	42	46	24	14	3	37	51	33	28	45	4	1		485
D	2		24	22	14	21	13	3	6	13	15	14	15	14				176
F	4		16	9	15	11	6	4		8	10	8	7	10	1			109
N	42	6	179	106	139	129	84	39	4	140	193	119	175	114	17	5		1491
Grand Total	93	12	524	346	390	319	219	115	25	344	468	297	367	318	37	10		3884

Percent	TRAIN																Grand Total	
G6	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999		
A	19%	8%	17%	19%	21%	17%	17%	23%	24%	21%	20%	20%	17%	20%	22%	40%		19%
B	17%	17%	25%	25%	25%	18%	25%	25%	24%	22%	23%	22%	22%	22%	19%	0%		23%
C	12%	25%	16%	17%	11%	14%	11%	12%	12%	11%	11%	11%	8%	14%	11%	10%		12%
D	2%	0%	5%	6%	4%	7%	6%	3%	24%	4%	3%	5%	4%	4%	0%	0%		5%
F	4%	0%	3%	3%	4%	3%	3%	3%	0%	2%	2%	3%	2%	3%	3%	0%		3%
N	45%	50%	34%	31%	36%	40%	38%	34%	16%	41%	41%	40%	48%	36%	46%	50%		38%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%

7) Quality of website

Count	TRAIN																Grand Total
G7	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	32	3	175	116	141	97	72	47	8	112	172	108	133	107	15	4	1342
B	42	4	223	163	179	149	116	55	11	159	214	121	153	144	13	7	1753
C	17	3	83	70	53	56	33	30	6	51	68	44	54	48	4		620
D			9	7	6	5	8	1		7	9	7	14	4			77
F			1	1	1		1			1	1	1	2	1			10
N	5	3	35	25	27	20	9	5		19	25	22	34	21	4		254
Grand Total	96	13	526	382	407	327	239	138	25	349	489	303	390	325	36	11	4056

Percent	TRAIN																Grand Total
G7	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	33%	23%	33%	30%	35%	30%	30%	34%	32%	32%	35%	36%	34%	33%	42%	36%	33%
B	44%	31%	42%	43%	44%	46%	49%	40%	44%	46%	44%	40%	39%	44%	36%	64%	43%
C	18%	23%	16%	18%	13%	17%	14%	22%	24%	15%	14%	15%	14%	15%	11%	0%	15%
D	0%	0%	2%	2%	1%	2%	3%	1%	0%	2%	2%	2%	4%	1%	0%	0%	2%
F	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
N	5%	23%	7%	7%	7%	6%	4%	4%	0%	5%	5%	7%	9%	6%	11%	0%	6%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

8) Timeliness of website information

Count	TRAIN																Grand Total
G8	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	30	4	135	90	125	90	59	41	6	106	151	90	118	95	11	3	1154
B	39	4	202	149	156	134	97	58	11	147	201	118	147	119	18	6	1606
C	12	2	101	77	61	54	38	22	5	49	70	39	52	55	1	2	640
D	1		26	18	15	8	13	4	1	11	2	8	10	9			126
F	1		3	5	4	1	3			4	2	3	5	4			35
N	10	3	59	41	42	39	21	8	2	28	57	42	51	37	6		446
Grand Total	93	13	526	380	403	326	231	133	25	345	483	300	383	319	36	11	4007

Percent	TRAIN																Grand Total
G8	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	32%	31%	26%	24%	31%	28%	26%	31%	24%	31%	31%	30%	31%	30%	31%	27%	29%
B	42%	31%	38%	39%	39%	41%	42%	44%	44%	43%	42%	39%	38%	37%	50%	55%	40%
C	13%	15%	19%	20%	15%	17%	16%	17%	20%	14%	14%	13%	14%	17%	3%	18%	16%
D	1%	0%	5%	5%	4%	2%	6%	3%	4%	3%	0%	3%	3%	3%	0%	0%	3%
F	1%	0%	1%	1%	1%	0%	1%	0%	0%	1%	0%	1%	1%	1%	0%	0%	1%
N	11%	23%	11%	11%	10%	12%	9%	6%	8%	8%	12%	14%	13%	12%	17%	0%	11%
Grand Total	100%	100%	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																Grand Total
G9	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	25	4	119	90	101	88	63	42	9	99	156	84	110	95	12	5	1102
B	22	3	156	103	120	94	59	37	8	90	120	84	91	72	9	1	1069
C	8	1	89	61	48	39	34	13	7	33	53	25	33	50	1	1	496
D	4		28	25	17	13	7	4		14	8	7	4	5		1	137
F			9	5	7	2	2	2		3	3	3	4	5			45
N	34	5	125	77	103	91	54	26	1	103	139	98	127	90	14	2	1089
Grand Total	93	13	526	361	396	327	219	124	25	342	479	301	369	317	36	10	3938

Percent	TRAIN																Grand Total
G9	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	27%	31%	23%	25%	26%	27%	29%	34%	36%	29%	33%	28%	30%	30%	33%	50%	28%
B	24%	23%	30%	29%	30%	29%	27%	30%	32%	26%	25%	28%	25%	23%	25%	10%	27%
C	9%	8%	17%	17%	12%	12%	16%	10%	28%	10%	11%	8%	9%	16%	3%	10%	13%
D	4%	0%	5%	7%	4%	4%	3%	3%	0%	4%	2%	2%	1%	2%	0%	10%	3%
F	0%	0%	2%	1%	2%	1%	1%	2%	0%	1%	1%	1%	1%	2%	0%	0%	1%
N	37%	38%	24%	21%	26%	28%	25%	21%	4%	30%	29%	33%	34%	28%	39%	20%	28%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

10) Quality of Train Talk

Count	TRAIN																Grand Total
G10	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	21	2	116	78	100	79	56	43	7	86	140	73	98	79	10	4	992
B	26	5	168	125	135	103	67	40	8	112	137	89	106	86	9	3	1219
C	10	1	106	68	58	50	29	19	9	50	62	37	42	58	4	2	605
D	1		17	17	14	9	13	2		5	12	9	4	11			114
F			8	3	3	2	2	1		4	4	3	6	5			41
N	32	5	110	75	85	86	51	25	1	87	128	89	116	74	13	2	979
Grand Total	90	13	525	366	395	329	218	130	25	344	483	300	372	313	36	11	3950

Percent	TRAIN																Grand Total
G10	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	23%	15%	22%	21%	25%	24%	26%	33%	28%	25%	29%	24%	26%	25%	28%	36%	25%
B	29%	38%	32%	34%	34%	31%	31%	31%	32%	33%	28%	30%	28%	27%	25%	27%	31%
C	11%	8%	20%	19%	15%	15%	13%	15%	36%	15%	13%	12%	11%	19%	11%	18%	15%
D	1%	0%	3%	5%	4%	3%	6%	2%	0%	1%	2%	3%	1%	4%	0%	0%	3%
F	0%	0%	2%	1%	1%	1%	1%	1%	0%	1%	1%	1%	2%	2%	0%	0%	1%
N	36%	38%	21%	20%	22%	26%	23%	19%	4%	25%	27%	30%	31%	24%	36%	18%	25%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

11) Overall Communication with Passengers

Count	TRAIN																Grand Total	
G11	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999		
A	20	6	115	81	104	66	63	32	8	97	139	86	116	107	10	4		1054
B	40	3	223	157	187	153	110	72	6	159	223	134	176	133	13	4		1793
C	25	3	139	107	78	82	45	27	7	70	91	56	59	65	4	2		860
D	7		31	24	25	17	9	7	3	8	20	12	16	15				194
F			5	5	6		5			1	1	4	6	3	1			37
N	5	1	21	14	13	15	5	6	1	14	14	12	21	8	8	1		159
Grand Total	97	13	534	388	413	333	237	144	25	349	488	304	394	331	36	11		4097

Percent	TRAIN																Grand Total	
G11	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999		
A	21%	46%	22%	21%	25%	20%	27%	22%	32%	28%	28%	28%	29%	32%	28%	36%		26%
B	41%	23%	42%	40%	45%	46%	46%	50%	24%	46%	46%	44%	45%	40%	36%	36%		44%
C	26%	23%	26%	28%	19%	25%	19%	19%	28%	20%	19%	18%	15%	20%	11%	18%		21%
D	7%	0%	6%	6%	6%	5%	4%	5%	12%	2%	4%	4%	4%	5%	0%	0%		5%
F	0%	0%	1%	1%	1%	0%	2%	0%	0%	0%	0%	1%	2%	1%	3%	0%		1%
N	5%	8%	4%	4%	3%	5%	2%	4%	4%	4%	3%	4%	5%	2%	22%	9%		4%
Grand Total	100%	100%	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																Grand Total	
G12	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999		
A	46	5	240	177	197	159	130	71	12	185	278	160	221	198	25	7		2111
B	33	3	201	134	153	120	80	56	7	125	174	103	131	99	10	2		1431
C	12	2	61	48	34	31	17	12	4	16	29	19	24	20		1		330
D	2		7	5	7	6	3			2	2	4	2	3				43
F	1		1	1	3	1			1		1	1	1					11
N	5	3	24	27	20	18	11	4	1	23	15	18	17	17	3	1		207
Grand Total	99	13	534	392	414	335	241	143	25	351	499	305	396	337	38	11		4133

Percent	TRAIN																Grand Total	
G12	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999		
A	46%	38%	45%	45%	48%	47%	54%	50%	48%	53%	56%	52%	56%	59%	66%	64%		51%
B	33%	23%	38%	34%	37%	36%	33%	39%	28%	36%	35%	34%	33%	29%	26%	18%		35%
C	12%	15%	11%	12%	8%	9%	7%	8%	16%	5%	6%	6%	6%	6%	0%	9%		8%
D	2%	0%	1%	1%	2%	2%	1%	0%	0%	1%	0%	1%	1%	1%	0%	0%		1%
F	1%	0%	0%	0%	1%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%		0%
N	5%	23%	4%	7%	5%	5%	5%	3%	4%	7%	3%	6%	4%	5%	8%	9%		5%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%

13) Are Helpful

Count	TRAIN																Grand Total
G13	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	49	7	256	188	215	170	144	77	13	195	274	155	232	203	23	6	2207
B	33	3	197	138	156	123	82	55	6	122	184	112	125	106	12	5	1459
C	13	2	62	50	35	30	15	10	4	27	27	30	28	22	1		356
D	2		15	10	6	6		4	1	6	6	3	4	4			67
F	1		2	4	2						2	2	3				16
N	1	1	9	6	6	6	1		1	2	6	6	6	5	3		59
Grand Total	99	13	541	396	420	335	242	146	25	352	499	308	398	340	39	11	4164

Percent	TRAIN																Grand Total
G13	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	49%	54%	47%	47%	51%	51%	60%	53%	52%	55%	55%	50%	58%	60%	59%	55%	53%
B	33%	23%	36%	35%	37%	37%	34%	38%	24%	35%	37%	36%	31%	31%	31%	45%	35%
C	13%	15%	11%	13%	8%	9%	6%	7%	16%	8%	5%	10%	7%	6%	3%	0%	9%
D	2%	0%	3%	3%	1%	2%	0%	3%	4%	2%	1%	1%	1%	1%	0%	0%	2%
F	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%
N	1%	8%	2%	2%	1%	2%	0%	0%	4%	1%	1%	2%	2%	1%	8%	0%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

14) Are Courteous

Count	TRAIN																Grand Total
G14	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	46	7	257	189	209	170	152	83	14	183	272	150	216	199	22	7	2176
B	33	3	194	138	158	125	72	48	6	133	173	110	133	109	12	4	1451
C	15	2	62	52	41	29	15	10	5	31	41	34	30	24	2		393
D	1		21	12	7	7	3	3		5	7	5	8	5			84
F	3		2	4	3			2		1	5	6	6	2			34
N	1	1	4	2	3	5					3	2	6		2		29
Grand Total	99	13	540	397	421	336	242	146	25	353	501	307	399	339	38	11	4167

Percent	TRAIN																Grand Total
G14	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	46%	54%	48%	48%	50%	51%	63%	57%	56%	52%	54%	49%	54%	59%	58%	64%	52%
B	33%	23%	36%	35%	38%	37%	30%	33%	24%	38%	35%	36%	33%	32%	32%	36%	35%
C	15%	15%	11%	13%	10%	9%	6%	7%	20%	9%	8%	11%	8%	7%	5%	0%	9%
D	1%	0%	4%	3%	2%	2%	1%	2%	0%	1%	1%	2%	2%	1%	0%	0%	2%
F	3%	0%	0%	1%	1%	0%	0%	1%	0%	0%	1%	2%	2%	1%	0%	0%	1%
N	1%	8%	1%	1%	1%	1%	0%	0%	0%	0%	1%	1%	2%	0%	5%	0%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

15) Make Regular Station Announcements

Count	TRAIN																Grand Total
G15	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	43	8	217	174	185	149	135	72	11	162	260	143	219	190	22	7	1997
B	37	2	201	137	143	123	72	51	10	137	176	107	121	111	11	2	1441
C	14	2	86	60	64	41	23	17	4	41	39	37	31	28	1	2	490
D	2		22	15	20	17	11	6		8	20	14	14	4	1		154
F	2		7	7	2	2	1			3	4	1	4	1			34
N	1	1	5	3	4	3	1			1	2	4	8	4	3		40
Grand Total	99	13	538	396	418	335	243	146	25	352	501	306	397	338	38	11	4156

Percent	TRAIN																Grand Total
G15	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	43%	62%	40%	44%	44%	44%	56%	49%	44%	46%	52%	47%	55%	56%	58%	64%	48%
B	37%	15%	37%	35%	34%	37%	30%	35%	40%	39%	35%	35%	30%	33%	29%	18%	35%
C	14%	15%	16%	15%	15%	12%	9%	12%	16%	12%	8%	12%	8%	8%	3%	18%	12%
D	2%	0%	4%	4%	5%	5%	5%	4%	0%	2%	4%	5%	4%	1%	3%	0%	4%
F	2%	0%	1%	2%	0%	1%	0%	0%	0%	1%	1%	0%	1%	0%	0%	0%	1%
N	1%	8%	1%	1%	1%	1%	0%	0%	0%	0%	0%	1%	2%	1%	8%	0%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

16) Make Timely Delay Announcements

Count	TRAIN																Grand Total
G16	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	34	5	173	126	133	116	102	57	9	151	208	130	170	173	20	5	1612
B	28	4	185	150	155	109	86	58	8	121	182	111	130	116	12	4	1459
C	23	2	110	70	89	73	33	21	7	57	81	42	63	30	1	2	704
D	8		45	27	31	27	16	6	1	13	18	15	23	16	1		247
F	5		21	22	9	6	5	3		7	6	4	4	2			94
N	1	2	6	3	3	4				1	4	4	9	2	4		43
Grand Total	99	13	540	398	420	335	242	145	25	350	499	306	399	339	38	11	4159

Percent	TRAIN																Grand Total
G16	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	34%	38%	32%	32%	32%	35%	42%	39%	36%	43%	42%	42%	43%	51%	53%	45%	39%
B	28%	31%	34%	38%	37%	33%	36%	40%	32%	35%	36%	36%	33%	34%	32%	36%	35%
C	23%	15%	20%	18%	21%	22%	14%	14%	28%	16%	16%	14%	16%	9%	3%	18%	17%
D	8%	0%	8%	7%	7%	8%	7%	4%	4%	4%	4%	5%	6%	5%	3%	0%	6%
F	5%	0%	4%	6%	2%	2%	2%	2%	0%	2%	1%	1%	1%	1%	0%	0%	2%
N	1%	15%	1%	1%	1%	1%	0%	0%	0%	0%	1%	1%	2%	1%	11%	0%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

17) Present A Professional Appearance

Count	TRAIN																Grand Total
G17	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	50	7	271	205	223	147	146	77	12	199	293	155	231	214	27	8	2265
B	37	3	205	142	147	139	81	56	8	127	162	117	126	104	10	3	1467
C	10	2	56	40	42	40	12	10	4	18	39	27	30	19			349
D	1		5	4	7	6	2	2	1	2	3	4	4	2			43
F				3	1	2				1	1	1	1				10
N	1	1	3	2	2	2				1	3	4	6		1		26
Grand Total	99	13	540	396	422	336	241	145	25	348	501	308	398	339	38	11	4160

Percent	TRAIN																Grand Total
G17	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	51%	54%	50%	52%	53%	44%	61%	53%	48%	57%	58%	50%	58%	63%	71%	73%	54%
B	37%	23%	38%	36%	35%	41%	34%	39%	32%	36%	32%	38%	32%	31%	26%	27%	35%
C	10%	15%	10%	10%	10%	12%	5%	7%	16%	5%	8%	9%	8%	6%	0%	0%	8%
D	1%	0%	1%	1%	2%	2%	1%	1%	4%	1%	1%	1%	1%	1%	0%	0%	1%
F	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
N	1%	8%	1%	1%	0%	1%	0%	0%	0%	0%	1%	1%	2%	0%	3%	0%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

18) Overall Crew Performance

Count	TRAIN																Grand Total
G18	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	47	7	232	175	193	140	129	67	13	166	272	137	211	196	24	7	2016
B	31	3	223	155	171	153	88	66	7	158	183	135	152	118	12	4	1659
C	19	2	67	47	50	33	21	10	5	22	39	28	25	17	1		386
D	1		10	12	3	3	1	2		4	3	1	3	5			48
F			3	2	3			1			1	2	3				15
N	1	1	4	3	2	3	1			1	3	4	5	1	1		30
Grand Total	99	13	539	394	422	332	240	146	25	351	501	307	399	337	38	11	4154

Percent	TRAIN																Grand Total
G18	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	47%	54%	43%	44%	46%	42%	54%	46%	52%	47%	54%	45%	53%	58%	63%	64%	49%
B	31%	23%	41%	39%	41%	46%	37%	45%	28%	45%	37%	44%	38%	35%	32%	36%	40%
C	19%	15%	12%	12%	12%	10%	9%	7%	20%	6%	8%	9%	6%	5%	3%	0%	9%
D	1%	0%	2%	3%	1%	1%	0%	1%	0%	1%	1%	0%	1%	1%	0%	0%	1%
F	0%	0%	1%	1%	1%	0%	0%	1%	0%	0%	0%	1%	1%	0%	0%	0%	0%
N	1%	8%	1%	1%	0%	1%	0%	0%	0%	0%	1%	1%	1%	0%	3%	0%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

VRE Operations:

19) Convenience of schedules

Count	TRAIN																Grand Total
G19	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	14	4	104	101	116	80	59	32	5	88	144	75	86	85	14	5	1012
B	44	3	264	176	185	146	106	69	12	180	245	140	199	167	15	3	1954
C	27	4	122	85	85	83	57	34	7	62	89	67	85	65	4	1	877
D	10	1	45	33	26	23	12	7	1	16	19	21	22	16	4	1	257
F	2	1	4	2	3	2	7	1		4	1	4	4	4	1	1	41
N			1	1	2						2	1	2		1		10
Grand Total	97	13	540	398	417	334	241	143	25	350	500	308	398	337	39	11	4151

Percent	TRAIN																Grand Total
G19	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	14%	31%	19%	25%	28%	24%	24%	22%	20%	25%	29%	24%	22%	25%	36%	45%	24%
B	45%	23%	49%	44%	44%	44%	44%	48%	48%	51%	49%	45%	50%	50%	38%	27%	47%
C	28%	31%	23%	21%	20%	25%	24%	24%	28%	18%	18%	22%	21%	19%	10%	9%	21%
D	10%	8%	8%	8%	6%	7%	5%	5%	4%	5%	4%	7%	6%	5%	10%	9%	6%
F	2%	8%	1%	1%	1%	1%	3%	1%	0%	1%	0%	1%	1%	1%	3%	9%	1%
N	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	3%	0%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

20) On-time performance

Count	TRAIN																Grand Total
G20	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	12	3	70	57	58	52	36	27	3	114	143	89	115	82	19	6	886
B	49	7	202	169	182	141	100	56	14	163	268	161	205	193	16	3	1929
C	21	1	154	111	112	93	61	42	7	53	73	41	46	43	4	1	863
D	10	1	82	40	51	40	28	14	1	21	14	14	27	17			360
F	7	1	30	19	14	9	17	6		1	1	5	3	5		1	119
N			2	2	2		1				2	1	3		1		14
Grand Total	99	13	540	398	419	335	243	145	25	352	501	311	399	340	40	11	4171

Percent	TRAIN																Grand Total
G20	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	12%	23%	13%	14%	14%	16%	15%	19%	12%	32%	29%	29%	29%	24%	48%	55%	21%
B	49%	54%	37%	42%	43%	42%	41%	39%	56%	46%	53%	52%	51%	57%	40%	27%	46%
C	21%	8%	29%	28%	27%	28%	25%	29%	28%	15%	15%	13%	12%	13%	10%	9%	21%
D	10%	8%	15%	10%	12%	12%	12%	10%	4%	6%	3%	5%	7%	5%	0%	0%	9%
F	7%	8%	6%	5%	3%	3%	7%	4%	0%	0%	0%	2%	1%	1%	0%	9%	3%
N	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	3%	0%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

21) Cleanliness of trains

Count	TRAIN																	Grand Total
G21	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	
A	30	5	200	167	187	110	100	56	9	185	282	160	186	179	27	8	1891	
B	57	7	262	168	181	175	113	68	9	136	187	129	165	131	11	2	1801	
C	7	1	69	53	43	35	23	18	7	28	28	16	40	26	1	1	396	
D	1		8	8	6	10	6	4			3	4	3	4	4		61	
F	4		1	3	3	1	1			1		2					16	
N			1	1	1	2						1	2		1		9	
Grand Total	99	13	541	400	421	333	243	146	25	353	501	311	397	340	40	11	4174	

Percent	TRAIN																	Grand Total
G21	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	
A	30%	38%	37%	42%	44%	33%	41%	38%	36%	52%	56%	51%	47%	53%	68%	73%	45%	
B	58%	54%	48%	42%	43%	53%	47%	47%	36%	39%	37%	41%	42%	39%	28%	18%	43%	
C	7%	8%	13%	13%	10%	11%	9%	12%	28%	8%	6%	5%	10%	8%	3%	9%	9%	
D	1%	0%	1%	2%	1%	3%	2%	3%	0%	1%	1%	1%	1%	1%	0%	0%	1%	
F	4%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	
N	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	3%	0%	0%	
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

22) Cleanliness of stations

Count	TRAIN																	Grand Total
G22	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	
A	21	3	165	143	131	99	91	49	11	180	251	146	179	167	24	7	1667	
B	44	7	251	154	194	167	95	64	6	133	197	128	166	127	13	3	1749	
C	22	2	91	71	78	51	43	20	8	38	48	25	40	39	2	1	579	
D	7	1	20	21	12	15	9	10		2	2	7	6	4			116	
F	5		7	6	1	1	4	1		1	1	2	1				30	
N			3	1	2	1						2	4		1		14	
Grand Total	99	13	537	396	418	334	242	144	25	354	499	310	396	337	40	11	4155	

Percent	TRAIN																	Grand Total
G22	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total	
A	21%	23%	31%	36%	31%	30%	38%	34%	44%	51%	50%	47%	45%	50%	60%	64%	40%	
B	44%	54%	47%	39%	46%	50%	39%	44%	24%	38%	39%	41%	42%	38%	33%	27%	42%	
C	22%	15%	17%	18%	19%	15%	18%	14%	32%	11%	10%	8%	10%	12%	5%	9%	14%	
D	7%	8%	4%	5%	3%	4%	4%	7%	0%	1%	0%	2%	2%	1%	0%	0%	3%	
F	5%	0%	1%	2%	0%	0%	2%	1%	0%	0%	0%	1%	0%	0%	0%	0%	1%	
N	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	3%	0%	0%	
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

23) Communications between VRE management and passengers

Count	TRAIN																Grand Total
G23	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	19	2	93	75	83	65	53	33	6	100	151	92	92	84	9	3	960
B	32	4	208	147	170	137	94	58	8	152	216	136	168	134	12	4	1680
C	24	4	148	98	106	78	50	31	7	75	100	46	75	72	4	2	920
D	9		41	34	29	22	13	8	3	7	12	6	18	17			219
F	3		11	11	4	4	9	1		2	3	7	7	4	1		67
N	10	3	33	20	21	29	15	8	1	14	16	19	29	19	11	2	250
Grand Total	97	13	534	385	413	335	234	139	25	350	498	306	389	330	37	11	4096

Percent	TRAIN																Grand Total
G23	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	20%	15%	17%	19%	20%	19%	23%	24%	24%	29%	30%	30%	24%	25%	24%	27%	23%
B	33%	31%	39%	38%	41%	41%	40%	42%	32%	43%	43%	44%	43%	41%	32%	36%	41%
C	25%	31%	28%	25%	26%	23%	21%	22%	28%	21%	20%	15%	19%	22%	11%	18%	22%
D	9%	0%	8%	9%	7%	7%	6%	6%	12%	2%	2%	2%	5%	5%	0%	0%	5%
F	3%	0%	2%	3%	1%	1%	4%	1%	0%	1%	1%	2%	2%	1%	3%	0%	2%
N	10%	23%	6%	5%	5%	9%	6%	6%	4%	4%	3%	6%	7%	6%	30%	18%	6%
Grand Total	100%	100%	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																Grand Total
G24	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	3		56	27	35	28	30	16		31	48	36	38	32	4	1	385
B	13	4	78	62	69	56	30	21	4	57	78	53	64	53	6	2	650
C	13	1	63	56	42	40	37	9	6	32	50	31	43	38	3	2	466
D			22	19	20	12	9	8	1	7	13	9	14	8			142
F	3		15	3	7	7	6	1		8	4	6	12	9			81
N	56	8	277	168	204	179	100	58	12	208	274	159	201	180	24	5	2113
Grand Total	88	13	511	335	377	322	212	113	23	343	467	294	372	320	37	10	3837

Percent	TRAIN																Grand Total
G24	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	3%	0%	11%	8%	9%	9%	14%	14%	0%	9%	10%	12%	10%	10%	11%	10%	10%
B	15%	31%	15%	19%	18%	17%	14%	19%	17%	17%	17%	18%	17%	17%	16%	20%	17%
C	15%	8%	12%	17%	11%	12%	17%	8%	26%	9%	11%	11%	12%	12%	8%	20%	12%
D	0%	0%	4%	6%	5%	4%	4%	7%	4%	2%	3%	3%	4%	3%	0%	0%	4%
F	3%	0%	3%	1%	2%	2%	3%	1%	0%	2%	1%	2%	3%	3%	0%	0%	2%
N	64%	62%	54%	50%	54%	56%	47%	51%	52%	61%	59%	54%	54%	56%	65%	50%	55%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

25) Reliability Of Ticket Vending Machines

Count	TRAIN																Grand Total
G25	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	8	5	77	54	51	36	44	23	5	48	49	43	45	49	5	1	543
B	18	5	170	135	126	113	82	48	8	127	161	94	131	109	13	4	1344
C	34	2	132	92	113	80	59	34	8	103	124	87	108	94	12	1	1083
D	16		67	47	51	55	21	24	1	34	82	43	55	40	4	2	542
F	8		16	9	19	9	11	6		4	22	22	17	11	2	1	157
N	12	1	67	43	50	37	22	6	3	37	56	21	31	30	3	1	420
Grand Total	96	13	529	380	410	330	239	141	25	353	494	310	387	333	39	10	4089

Percent	TRAIN																Grand Total
G25	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	8%	38%	15%	14%	12%	11%	18%	16%	20%	14%	10%	14%	12%	15%	13%	10%	13%
B	19%	38%	32%	36%	31%	34%	34%	34%	32%	36%	33%	30%	34%	33%	33%	40%	33%
C	35%	15%	25%	24%	28%	24%	25%	24%	32%	29%	25%	28%	28%	28%	31%	10%	26%
D	17%	0%	13%	12%	12%	17%	9%	17%	4%	10%	17%	14%	14%	12%	10%	20%	13%
F	8%	0%	3%	2%	5%	3%	5%	4%	0%	1%	4%	7%	4%	3%	5%	10%	4%
N	13%	8%	13%	11%	12%	11%	9%	4%	12%	10%	11%	7%	8%	9%	8%	10%	10%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

26) Ease Of Buying A Ticket

Count	TRAIN																Grand Total
G26	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	28	6	154	109	120	94	89	45	8	107	124	88	118	92	10	5	1197
B	35	6	208	156	154	143	83	64	8	137	204	113	141	133	14	2	1601
C	26	1	110	85	89	59	47	18	7	77	107	51	75	71	6	3	832
D	5		32	27	27	19	12	10	1	16	42	37	35	28	3		294
F	1		11	4	9	6	5	3		3	10	13	11	7	2		85
N	1		18	9	15	7	8	2	1	12	6	9	11	7	3		109
Grand Total	96	13	533	390	414	328	244	142	25	352	493	311	391	338	38	10	4118

Percent	TRAIN																Grand Total
G26	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	29%	46%	29%	28%	29%	29%	36%	32%	32%	30%	25%	28%	30%	27%	26%	50%	29%
B	36%	46%	39%	40%	37%	44%	34%	45%	32%	39%	41%	36%	36%	39%	37%	20%	39%
C	27%	8%	21%	22%	21%	18%	19%	13%	28%	22%	22%	16%	19%	21%	16%	30%	20%
D	5%	0%	6%	7%	7%	6%	5%	7%	4%	5%	9%	12%	9%	8%	8%	0%	7%
F	1%	0%	2%	1%	2%	2%	2%	2%	0%	1%	2%	4%	3%	2%	5%	0%	2%
N	1%	0%	3%	2%	4%	2%	3%	1%	4%	3%	1%	3%	3%	2%	8%	0%	3%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

27) Ease Of Redeeming Metrocheks

Count	TRAIN																Grand Total
G27	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	17	2	124	82	87	64	47	20	6	70	97	58	61	65	8	5	813
B	16	3	142	107	112	81	43	34	3	75	124	49	68	99	7	2	965
C	17	2	89	79	77	59	44	20	7	74	90	43	46	67	5		719
D	4	1	52	19	31	22	17	14	1	34	60	33	47	29	2		366
F	3		14	14	7	11	7	4		14	14	19	22	17	2		148
N	35	5	107	73	89	85	59	28	6	80	100	100	134	51	13	4	969
Grand Total	92	13	528	374	403	322	217	120	23	347	485	302	378	328	37	11	3980

Percent	TRAIN																Grand Total
G27	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	18%	15%	23%	22%	22%	20%	22%	17%	26%	20%	20%	19%	16%	20%	22%	45%	20%
B	17%	23%	27%	29%	28%	25%	20%	28%	13%	22%	26%	16%	18%	30%	19%	18%	24%
C	18%	15%	17%	21%	19%	18%	20%	17%	30%	21%	19%	14%	12%	20%	14%	0%	18%
D	4%	8%	10%	5%	8%	7%	8%	12%	4%	10%	12%	11%	12%	9%	5%	0%	9%
F	3%	0%	3%	4%	2%	3%	3%	3%	0%	4%	3%	6%	6%	5%	5%	0%	4%
N	38%	38%	20%	20%	22%	26%	27%	23%	26%	23%	21%	33%	35%	16%	35%	36%	24%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

28) Station Parking Availability

Count	TRAIN																Grand Total
G28	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	11	2	158	117	111	87	64	23	9	83	94	58	50	77	7	4	955
B	19	2	184	142	150	115	67	44	4	113	165	93	90	106	6	2	1302
C	14	3	113	78	73	61	41	30	9	86	113	80	80	62	11	4	858
D	20	1	47	36	51	45	38	25	2	41	90	61	90	61	5		613
F	25	2	16	11	17	15	19	18		18	25	10	57	16	4		253
N	5	2	19	13	11	8	11	1	1	11	8	8	17	12	5	1	133
Grand Total	94	12	537	397	413	331	240	141	25	352	495	310	384	334	38	11	4114

Percent	TRAIN																Grand Total
G28	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	12%	17%	29%	29%	27%	26%	27%	16%	36%	24%	19%	19%	13%	23%	18%	36%	23%
B	20%	17%	34%	36%	36%	35%	28%	31%	16%	32%	33%	30%	23%	32%	16%	18%	32%
C	15%	25%	21%	20%	18%	18%	17%	21%	36%	24%	23%	26%	21%	19%	29%	36%	21%
D	21%	8%	9%	9%	12%	14%	16%	18%	8%	12%	18%	20%	23%	18%	13%	0%	15%
F	27%	17%	3%	3%	4%	5%	8%	13%	0%	5%	5%	3%	15%	5%	11%	0%	6%
N	5%	17%	4%	3%	3%	2%	5%	1%	4%	3%	2%	3%	4%	4%	13%	9%	3%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

29) Public Address System On Train

Count	TRAIN																Grand Total
G29	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	8	3	78	66	63	48	46	23	5	74	86	62	61	66	14	4	707
B	29	7	174	147	152	138	97	49	6	132	198	126	163	137	12	5	1572
C	36	2	173	118	141	105	70	48	12	114	153	80	115	93	6	2	1268
D	12		74	43	46	30	20	15	1	20	39	28	30	24	3		385
F	4	1	28	18	8	4	3	5		4	12	4	12	10			113
N	6		6	3	6	6	4	1		7	8	5	10	3	3		68
Grand Total	95	13	533	395	416	331	240	141	24	351	496	305	391	333	38	11	4113

Percent	TRAIN																Grand Total
G29	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	8%	23%	15%	17%	15%	15%	19%	16%	21%	21%	17%	20%	16%	20%	37%	36%	17%
B	31%	54%	33%	37%	37%	42%	40%	35%	25%	38%	40%	41%	42%	41%	32%	45%	38%
C	38%	15%	32%	30%	34%	32%	29%	34%	50%	32%	31%	26%	29%	28%	16%	18%	31%
D	13%	0%	14%	11%	11%	9%	8%	11%	4%	6%	8%	9%	8%	7%	8%	0%	9%
F	4%	8%	5%	5%	2%	1%	1%	4%	0%	1%	2%	1%	3%	3%	0%	0%	3%
N	6%	0%	1%	1%	1%	2%	2%	1%	0%	2%	2%	2%	3%	1%	8%	0%	2%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

30) Public Address System On Platform

Count	TRAIN																Grand Total
G30	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	7	3	75	60	69	48	39	21	4	72	80	60	64	49	8	2	661
B	27	3	145	134	145	121	80	38	8	112	188	108	118	103	13	5	1348
C	25	4	179	119	126	95	73	45	9	97	157	83	121	103	10	2	1248
D	18	1	94	49	50	47	33	27	2	48	46	38	53	49	2	1	558
F	14	1	33	22	14	12	11	6	1	12	10	11	22	16			185
N	5	1	11	6	7	8	6	1	1	7	10	6	13	11	4	1	98
Grand Total	96	13	537	390	411	331	242	138	25	348	491	306	391	331	37	11	4098

Percent	TRAIN																Grand Total
G30	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	7%	23%	14%	15%	17%	15%	16%	15%	16%	21%	16%	20%	16%	15%	22%	18%	16%
B	28%	23%	27%	34%	35%	37%	33%	28%	32%	32%	38%	35%	30%	31%	35%	45%	33%
C	26%	31%	33%	31%	31%	29%	30%	33%	36%	28%	32%	27%	31%	31%	27%	18%	30%
D	19%	8%	18%	13%	12%	14%	14%	20%	8%	14%	9%	12%	14%	15%	5%	9%	14%
F	15%	8%	6%	6%	3%	4%	5%	4%	4%	3%	2%	4%	6%	5%	0%	0%	5%
N	5%	8%	2%	2%	2%	2%	2%	1%	4%	2%	2%	2%	3%	3%	11%	9%	2%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

31) Personal Security At Station And On Train

Count	TRAIN																Grand Total	
G31	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999		
A	15	3	101	85	82	66	55	29	9	105	127	77	86	86	11	4		941
B	26	4	202	164	162	128	85	56	8	132	200	128	177	133	11	3		1619
C	36	4	153	87	104	81	55	36	6	84	103	69	77	82	7	3		987
D	9		41	29	26	25	19	12		15	36	11	18	12	1	1		255
F	3		12	7	8	4	9	1	1	4	5	3	3	2				62
N	9	2	24	15	25	24	15	7	1	13	25	17	26	14	7			224
Grand Total	98	13	533	387	407	328	238	141	25	353	496	305	387	329	37	11		4088

Percent	TRAIN																Grand Total	
G31	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999		
A	15%	23%	19%	22%	20%	20%	23%	21%	36%	30%	26%	25%	22%	26%	30%	36%		23%
B	27%	31%	38%	42%	40%	39%	36%	40%	32%	37%	40%	42%	46%	40%	30%	27%		40%
C	37%	31%	29%	22%	26%	25%	23%	26%	24%	24%	21%	23%	20%	25%	19%	27%		24%
D	9%	0%	8%	7%	6%	8%	8%	9%	0%	4%	7%	4%	5%	4%	3%	9%		6%
F	3%	0%	2%	2%	2%	1%	4%	1%	4%	1%	1%	1%	1%	1%	0%	0%		2%
N	9%	15%	5%	4%	6%	7%	6%	5%	4%	4%	5%	6%	7%	4%	19%	0%		5%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%

32) Safety Of Train Equipment

Count	TRAIN																Grand Total	
G32	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999		
A	16	2	146	106	119	83	72	46	10	117	179	102	120	119	16	3		1256
B	43	7	227	157	165	148	101	60	8	153	198	137	169	144	10	3		1730
C	23	2	106	78	82	55	45	21	7	44	65	36	59	42	2	2		669
D			4	8	4	2	5	2		2	1	1	2	1				32
F				2	1							1	2					6
N	11	2	49	29	34	35	16	13		29	46	26	38	25	8	3		364
Grand Total	93	13	532	380	405	323	239	142	25	345	489	303	390	331	36	11		4057

Percent	TRAIN																Grand Total	
G32	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999		
A	17%	15%	27%	28%	29%	26%	30%	32%	40%	34%	37%	34%	31%	36%	44%	27%		31%
B	46%	54%	43%	41%	41%	46%	42%	42%	32%	44%	40%	45%	43%	44%	28%	27%		43%
C	25%	15%	20%	21%	20%	17%	19%	15%	28%	13%	13%	12%	15%	13%	6%	18%		16%
D	0%	0%	1%	2%	1%	1%	2%	1%	0%	1%	0%	0%	1%	0%	0%	0%		1%
F	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%		0%
N	12%	15%	9%	8%	8%	11%	7%	9%	0%	8%	9%	9%	10%	8%	22%	27%		9%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%

33) Station Signage

Count	TRAIN																Grand Total
G33	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	20	3	129	99	109	80	66	40	12	107	156	96	114	100	17	5	1153
B	27	7	228	163	171	139	98	62	5	157	217	138	170	146	13	4	1745
C	37	3	132	92	97	63	56	24	7	74	92	53	72	66	2	1	871
D	3		18	19	16	21	6	9	1	4	8	8	4	5		1	123
F	2		7	6	3	4	6	1		3	2	3	4	3			44
N	7		17	12	13	19	8	3		3	15	7	24	10	5		143
Grand Total	96	13	531	391	409	326	240	139	25	348	490	305	388	330	37	11	4079

Percent	TRAIN																Grand Total
G33	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	21%	23%	24%	25%	27%	25%	28%	29%	48%	31%	32%	31%	29%	30%	46%	45%	28%
B	28%	54%	43%	42%	42%	43%	41%	45%	20%	45%	44%	45%	44%	44%	35%	36%	43%
C	39%	23%	25%	24%	24%	19%	23%	17%	28%	21%	19%	17%	19%	20%	5%	9%	21%
D	3%	0%	3%	5%	4%	6%	3%	6%	4%	1%	2%	3%	1%	2%	0%	9%	3%
F	2%	0%	1%	2%	1%	1%	3%	1%	0%	1%	0%	1%	1%	1%	0%	0%	1%
N	7%	0%	3%	3%	3%	6%	3%	2%	0%	1%	3%	2%	6%	3%	14%	0%	4%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

34) Level Of Fare For Quality And Value Of Service

Count	TRAIN																Grand Total
G34	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	10	4	101	63	70	51	47	34	6	88	136	68	84	77	13	4	856
B	37	7	195	167	189	143	99	55	10	167	223	138	190	155	12	4	1791
C	38	2	186	104	109	101	71	36	9	77	106	74	90	76	7	3	1089
D	8		38	47	30	28	16	16		18	22	17	19	18			277
F	3		11	12	11	5	5				3	6	3	3			62
N			5	3	8	1	2			3	1	3	7	2	4		39
Grand Total	96	13	536	396	417	329	240	141	25	353	491	306	393	331	36	11	4114

Percent	TRAIN																Grand Total
G34	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	
A	10%	31%	19%	16%	17%	16%	20%	24%	24%	25%	28%	22%	21%	23%	36%	36%	21%
B	39%	54%	36%	42%	45%	43%	41%	39%	40%	47%	45%	45%	48%	47%	33%	36%	44%
C	40%	15%	35%	26%	26%	31%	30%	26%	36%	22%	22%	24%	23%	23%	19%	27%	26%
D	8%	0%	7%	12%	7%	9%	7%	11%	0%	5%	4%	6%	5%	5%	0%	0%	7%
F	3%	0%	2%	3%	3%	2%	2%	0%	0%	0%	1%	2%	1%	1%	0%	0%	2%
N	0%	0%	1%	1%	2%	0%	1%	0%	0%	1%	0%	1%	2%	1%	11%	0%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

35) Overall Service Quality

Count	TRAIN																Grand Total
G35	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	14	5	112	87	103	79	62	40	6	102	169	97	121	116	15	5	1133
B	58	6	278	200	217	179	126	78	12	209	255	158	209	169	18	4	2176
C	21	2	127	88	80	70	44	24	7	37	70	41	53	43	4	2	713
D	5		16	18	13	5	8	2		5	2	6	6	7			93
F			1	4	2					1		4	3	1			16
N			3	1	3					1	1	2	3		2		16
Grand Total	98	13	537	398	418	333	240	144	25	355	497	308	395	336	39	11	4147

Percent	TRAIN																Grand Total
G35	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
A	14%	38%	21%	22%	25%	24%	26%	28%	24%	29%	34%	31%	31%	35%	38%	45%	27%
B	59%	46%	52%	50%	52%	54%	53%	54%	48%	59%	51%	51%	53%	50%	46%	36%	52%
C	21%	15%	24%	22%	19%	21%	18%	17%	28%	10%	14%	13%	13%	13%	10%	18%	17%
D	5%	0%	3%	5%	3%	2%	3%	1%	0%	1%	0%	2%	2%	2%	0%	0%	2%
F	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%
N	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	1%	1%	0%	5%	0%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Miscellaneous comments:

- 1 - Survey too long
- 2 - Poor survey design
- 3 - Do survey in evening
- 10 - Trains too crowded
- 11 - Trains not on schedule
- 12 - Add more trains/service
- 13 - Seats/cars are uncomfortable
- 14 - Train climate complaints (too cold or too hot)
- 15 - Trains too slow
- 16 - Conductor/crew complaints
- 17 - Train doors not being opened properly
- 18 - Train announcements
- 19 - Complaints about rude riders
- 20 - Food/beverage service on train
- 21 - Quiet car
- 22 - Odors on trains
- 23 - General train rest room comments
- 24 - Train cleanliness
- 40 - Station parking comments
- 41 - Station signage
- 42 - Station announcements
- 43 - Platform comments
- 44 - Station security
- 45 - Station cleanliness
- 46 - Smoking at stations
- 60 - VRE communications
- 61 - Metrochek
- 62 - Guaranteed Ride Home comments
- 63 - General ticket comments
- 64 - Validating machine comments
- 65 - Lost & Found comments
- 96 - Train too expensive
- 97 - Amtrak/CSX comments
- 98 - Positive comments
- 99 - Other comments

Count	Train #																Grand Total
Comment #	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	999	Grand Total
1			3	3		1	1	2		2	6	6	4	4			32
2			10	5	7	4	5	1		1	7	5	10	7	2	4	68
3												1					1
10	10	1	21	27	33	29	18	11	1	24	23	13	16	12	2	1	242
11	9		51	27	30	24	26	14		16	10	9	11	9	1		237
12	21	3	69	35	33	40	22	18	1	33	49	36	67	41	6	4	478
13	10	1	25	24	30	27	17	11	3	15	26	28	39	23	1	2	282
14	2		8	9	4	4	3	2		6	4	5	8	3			58
15	6		6	6	2	3	2	4	2	5	10	2	5	7			60
16	5		24	15	17	14	8	8	1	12	31	20	21	12	2	1	191
17			13	14	4	5	4	2	1	6	4	5	4	4			66
18	3		22	13	7	11	8	5		7	19	12	14	10			131
19			29	18	15	14	7	4		14	17	13	15	16	2	1	165
20			9	7	10	3	4	5		3	7	11	11	7	1		78
21	5		13	14	9	4	4	2		12	19	6	19	5	1		113
22	1		14	5	3	2	2	1		2	2	2		4			38
23	1		10	3	3	3	5	2		3	2	2	1				35
24			1		2	3	1	3		3		2	3	3			21
40	12		9	18	14	14	9	12	1	15	22	25	54	24	9		238
41			2	2	1	1	2			1	4	1	1	2			17
42	1		10	7	3	4	5	2		3	2	2	5	7			51
43	2		8	3	7	2	4	3		1	1	3	8	8			50
44	1		3	3	2	4		5		2	1	1	4	2	1		29
45	2		9	4			4			1	5		5	1	1		32
46			6	1		5	1				1	6	4	2			26
60	5		18	9	21	23	19	11	2	11	16	6	17	11	1		170
61	2	1	8	4	4	4	3	1		6	12	5	5	5		1	61
62			3	1		1						1					6
63	3		3	3	5	3	9	7	1	5	23	9	17	13	4		105
64	1		5	8	13	7		1		4	18	12	5	4	1		79
65			1														1
96	1		9	19	9	8	6	3	2	10	9	12	10	6			104
97	11	1	18	9	16	17	19	8	2	10	6	8	5	12		1	143
98	8	1	56	44	40	42	34	13	2	53	72	43	58	39	6	3	514
99			8	5	12	5	4	3		8	13	5	10	5		1	79
Grand Total	122	8	504	365	356	331	256	164	19	294	441	317	456	308	41	19	4001

THANK YOU for your help!