



## Virginia Railway Express Passenger Survey 2004

What train do you normally ride to work in the morning? (Times shown represent departures from the Broad Run and Fredericksburg stations and include Amtrak Trains - second number is the train number).

### *Manassas Line*

- a) 5:05a / 322
- b) 5:45a / 324
- c) 6:15a / 326
- d) 6:45a / 328
- e) 7:20a / 330
- f) 7:50a / 332
- g) 8:31a / 20 (Departs from Manassas)
- h) 10:15a / 334

### *Fredericksburg Line*

- a) 5:15a / 300
- b) 5:45a / 302
- c) 6:10a / 304
- d) 6:35a / 306
- e) 6:55a / 84
- f) 7:15a / 308
- g) 7:50a / 310
- h) 9:20a / 86

1) At which VRE station do you normally board in the 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	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A			1							99	181	161	118	114	75	12	761	15%
B	1									45	73	93	98	78	50	11	449	9%
C	1								1	49	89	109	81	89	83	7	509	10%
D			1	1			1			34	66	114	119	76	51	7	470	9%
E								1	1	20	33	69	62	52	28		266	5%
F							2			3	9	11	16	13	12		66	1%
G	87	14	258	157	18	193	100	104	70								1001	19%
H			119	86	6	112	86	97	42								548	10%
I			62	55	2	62	48	42	15								286	5%
J	10		32	35	4	46	38	27	12								204	4%
K			49	53	4	58	41	42	23	1							271	5%
L	14	2	61	37	4	57	28	42	18								263	5%
M	4		12	10	3	22	31	23	3								108	2%
N	1			1		1	9	6	3							1	22	0%
O	1							1	1				1		1		5	0%
Grand Total	119	16	595	435	41	551	384	385	189	251	451	557	495	422	301	37	5229	100%

2) At which VRE station do you normally leave the train in the morning?

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

Count	TRAIN																	
Q2	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	41	10	122	56	5	76	64	66	42	41	74	87	96	85	82	15	962	18%
B	38	1	219	159	16	189	128	135	59	129	200	258	219	196	139	14	2099	40%
C	3	1	142	147	11	159	90	82	48	70	140	174	127	89	57	6	1346	26%
D	37	3	54	35	7	75	57	68	32	9	32	35	48	46	20	2	560	11%
E			1								1		1	4	1		8	0%
F			4	6	1	9	8	10	3								41	1%
G	1		3	1		3	8	2									18	0%
H			19	6	1	19	7	10	1								63	1%
I			26	21		18	20	11	5								101	2%
J		1	1	2		1		1					1	2			9	0%
Grand Total	120	16	591	433	41	549	382	385	190	249	447	554	492	422	299	37	5207	100%

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

3) *Manassas Line*

4) *Fredericksburg Line*

- a) 1:15p / 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

- a) 1:00p / 301
- b) 2:30p / 95
- c) 3:38p / 303
- d) 4:05p / 305
- e) 4:45p / 307
- f) 5:15p / 309
- g) 5:50p / 93/83
- h) 5:55p / 311
- i) 6:40p / 313
- j) 7:00p / 85/87

Count	TRAIN															
Q3	84	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A				1				1					1		3	0%
B								6	1		2	3	1	1	14	1%
C	1	5	1	1				112	124	68	36	21	17	4	390	16%
D	1	1	1	1		2		62	137	147	117	50	31	5	555	23%
E		1			2	2	3	35	98	184	140	128	61	4	658	27%
F		1		2	3	2	1	12	40	91	102	100	70	3	427	17%
G		1	1			3		10	27	39	60	72	69	3	285	12%
H	1						1	5	4	8	20	19	34	6	98	4%
I								1	2		1	6	1	2	13	1%
Grand Total	3	9	3	5	5	9	5	244	433	537	478	400	284	28	2443	100%

Count	TRAIN															
Q4	84	86	300	302	303	304	306	308	310	322	324	326	328	332	Grand Total	%
A			1	1			1	2	3						8	0%
B	2		4	2		1	1		1	2				1	14	1%
C		1	169	61	10	48	25	25	8		1				348	13%
D	10	1	159	108	5	117	56	29	22	1					508	19%
E	24	1	131	138	13	159	96	73	20	1		2			658	25%
F	31	4	63	73	9	137	114	109	52		1				593	23%
G	19	2	9	9	1	16	10	20	13						99	4%
H	13	1	25	27	3	37	47	71	28					1	253	10%
I	8	2	14	6		16	15	24	28			1	1	1	116	4%
J	5	4	4	2		5	1	3	6				1		31	1%
Grand Total	112	16	579	427	41	536	366	356	181	4	2	3	2	3	2628	100%

5) What type of ticket do you normally use?

- 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	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	2	1	7	8	1	11	12	23	10	1	1	4	11	11	21	10	134	3%
B	67	12	339	237	16	321	202	221	122	141	219	275	232	228	165	12	2809	54%
C	45	3	187	164	19	191	152	123	49	98	197	244	233	162	100	15	1982	38%
D			13	7	1	5	7	2	1	1	4	5		2	2		50	1%
E	6		50	19	4	21	12	12	8	5	26	29	19	19	13		243	5%
Grand Total	120	16	596	435	41	549	385	381	190	246	447	557	495	422	301	37	5218	100%

6) Where did you purchase this ticket?

- a) Station from Ticket Vending Machine (TVM)
- b) Vendor
- c) Internet from [www.commuterdirect.com](http://www.commuterdirect.com)

Count	TRAIN																	
Q6	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	41	5	148	128	9	167	153	160	70	74	123	177	176	184	138	22	1775	35%
B	72	11	417	289	30	363	221	213	112	167	304	350	297	209	152	14	3221	63%
C	5		19	10	1	8	4	6	5	6	12	18	13	17	7	1	132	3%
Grand Total	118	16	584	427	40	538	378	379	187	247	439	545	486	410	297	37	5128	100%

7) If you currently purchase Ten-Trip tickets, are you considering switching to the new 5-Day pass that requires only a single validation?

- a) Yes
- b) No
- c) Sometimes

Count	TRAIN																	
Q7	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	8	1	47	34	4	68	44	40	22	24	62	74	72	69	57	3	629	17%
B	58	9	312	211	13	266	188	189	86	119	162	197	173	161	111	14	2269	61%
C	22	4	109	66	7	83	45	60	34	38	83	101	70	67	47	5	841	22%
Grand Total	88	14	468	311	24	417	277	289	142	181	307	372	315	297	215	22	3739	100%

8) Have you ever used the VRE-TLC card that offers unlimited trips on VRE and Metrorail for one calendar month?

- a) Yes
- b) No

Count	TRAIN																	
Q8	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	20	2	93	63	10	64	45	43	27	25	54	86	66	53	41	4	696	14%
B	98	14	497	361	31	481	335	337	161	215	390	459	418	359	250	29	4435	86%
Grand Total	118	16	590	424	41	545	380	380	188	240	444	545	484	412	291	33	5131	100%

9) How do you travel to the VRE station in the morning?

- a) Drove alone / Parked
- b) Drove / Rode with others and parked
- c) Dropped off by car
- d) Metrobus
- e) Walked
- f) Bike
- g) OmniLink
- h) Fairfax Connector
- i) DASH
- j) Burke Centre EZ Bus
- k) Other

Count	TRAIN																	
Q9	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	88	11	479	357	37	445	315	304	138	220	392	478	392	335	232	26	4249	82%
B	1		52	34	2	49	20	23	16	9	22	27	30	21	6		312	6%
C	21	2	44	24	2	36	31	41	26	12	22	34	38	42	39	6	420	8%
D	1		1			1				1	1			1			6	0%
E	7	3	12	15		11	18	12	9	7	7	7	17	13	14	3	155	3%
F			1	1		1	1				1	4	1	1	3	1	15	0%
G													1				1	0%
I			1														1	0%
J						1					4	8	10	7	4		34	1%
K	2			1				2					2	1	1		9	0%
Grand Total	120	16	590	432	41	544	385	382	189	250	448	558	491	421	299	36	5202	100%

10) How do 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																	
Q10	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	59	7	327	235	21	329	236	216	118	171	275	349	332	278	187	20	3160	63%
B	1		3	3	1	3	1	1			2	1	2	1	2		21	0%
C	6		1	2		1	1		3	2	1	3	1	2			23	0%
D	40	6	148	120	16	123	86	104	42	43	100	138	106	102	83	11	1268	25%
E	5		25	16	1	29	23	27	6	4	14	9	11	6	11		187	4%
F	1	1	22	6		19	3	8	3	11	7	11	13	6	3	1	115	2%
G			4				1		3	1	4	4	1		1		19	0%
H				1		1			1		4	3		2			12	0%
I	7		10	10		12	7	10	7	4	3	6	8	6	2		92	2%
J			2	4		3					2	1		1			13	0%
K		1	23	21	2	11	7	3		7	18	20	5	6	3		127	3%
Grand Total	119	15	565	418	41	531	365	369	183	243	430	545	479	410	292	32	5037	100%

11) How long does 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																	
Q11	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	33	3	133	98	10	126	89	85	41	59	114	158	129	122	75	8	1283	25%
B	25	4	171	132	8	170	126	130	64	82	125	159	171	142	107	12	1628	31%
C	38	6	132	96	11	128	82	86	46	74	115	147	108	91	67	4	1231	24%
D	11	1	84	60	5	76	50	59	22	25	62	63	58	42	30	8	656	13%
E	13	2	75	45	7	48	35	24	17	9	33	31	24	26	19	3	411	8%
Grand Total	120	16	595	431	41	548	382	384	190	249	449	558	490	423	298	35	5209	100%

12) 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																	
Q12	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	41	2	192	120	12	144	114	101	47	75	126	172	146	120	82	9	1503	30%
B	45	8	224	176	14	229	146	146	86	88	148	159	141	131	93	11	1845	37%
C	5	1	42	28	3	41	22	37	7	10	21	29	17	23	7		293	6%
D			4	3		4	3	2			1		1	2			20	0%
E	11	3	79	46	6	77	50	42	28	58	112	145	144	107	84	9	1001	20%
F	1		5	3	1	4	3	3		4	5	4	4	1			38	1%
G		1	6	4			1	2	1		3	4	1	1			24	0%
H	1		4	3		1	2	5	3	2	4	13	9	11	12	1	71	1%
I	7		13	23	2	29	18	20	4	4	3	7	10	8	5		153	3%
J	5	1	13	8		5	8	10	7		8	4	7	6	2	1	85	2%
Grand Total	116	16	582	414	38	534	367	368	183	241	431	537	480	410	285	31	5033	100%

13) 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																	
Q13	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	51	12	192	156	15	207	154	148	78	92	147	164	159	166	110	12	1863	37%
B	1		60	38	2	40	28	42	13	31	57	61	52	39	22	4	490	10%
C	4		67	27	3	28	10	10	7	14	18	20	10	11	4	1	234	5%
D	8	3	45	28	7	54	44	33	21	43	81	104	100	88	66	8	733	15%
E	5		34	19	4	22	13	7	5	10	17	12	10	5	5		168	3%
F	1		14	16		5	4	5	1	1	2	3	9	7	3	1	72	1%
G	1		13	8	2	14	16	7	5	11	22	27	32	22	25	1	206	4%
H	5		15	15		21	20	14	10	3	7	8	11	7	5		141	3%
I	36	1	123	104	5	126	71	87	36	33	72	131	79	58	40	4	1006	20%
J	3		18	10	1	13	13	11	6	5	10	15	13	9	8	1	136	3%
Grand Total	115	16	581	421	39	530	373	364	182	243	433	545	475	412	288	32	5049	100%

14) 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																	
Q14	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	3		11	3	1	2	5	8	1	3	5	4		4	2		52	1%
B	1	3	11	6		11	10	14	7	4	9	8	12	7	12	1	116	2%
C	11	2	45	29	4	35	31	34	23	16	27	23	24	32	27		363	7%
D	27	4	137	76	5	98	57	63	35	60	83	115	80	67	46	5	958	19%
E	73	5	378	305	31	390	262	237	105	162	316	401	369	301	195	21	3551	69%
F	3		4	4		3	6	12	7		5	1	2	4	5	1	57	1%
G		1	1	4		4	8	7	4	1	2	1	2	7	2	3	47	1%
H		1				5	2	2	5				1	1	5	3	25	0%
Grand Total	118	16	587	427	41	548	381	377	187	246	447	553	490	423	294	34	5169	100%

15) How frequently are you unable to ride the train because of travel or other obligations?

- a) More than 10 times per month
- b) 8-10 times per month
- c) 5-7 times per month
- d) 2-4 times per month
- e) Once a month or less
- f) Never

Count	TRAIN																	
Q15	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	7	1	28	13	3	29	19	27	12	6	12	13	13	21	15	2	221	4%
B	9		39	20	1	23	22	17	14	14	34	23	19	27	15		277	5%
C	16	4	81	67	3	83	47	47	20	37	46	81	64	47	42	1	686	13%
D	40	8	190	161	19	175	127	147	70	93	160	196	182	148	110	11	1837	36%
E	20	2	161	116	9	165	127	85	40	73	141	181	160	120	75	12	1487	29%
F	26	1	94	54	6	68	37	47	29	25	52	60	47	55	35	6	642	12%
Grand Total	118	16	593	431	41	543	379	370	185	248	445	554	485	418	292	32	5150	100%

16) Do you tele-commute, work at home, one or more days per week?

- a) Yes, 1 day
- b) Yes, 2 days
- c) Yes, more than 2 days
- d) No

Count	TRAIN																	
Q16	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	8	1	50	25	1	30	28	27	24	18	30	32	40	34	21	4	373	7%
B	6		11	6		11	7	5	8	3	9	9	9	12	6	1	103	2%
C	3	1	5	3		5	2	8	8	3	3	7	2	7	7	1	65	1%
D	101	13	514	391	39	496	341	339	147	223	405	508	437	367	260	26	4607	89%
Grand Total	118	15	580	425	40	542	378	379	187	247	447	556	488	420	294	32	5148	100%

17) If yes, on which day(s) do you typically tele-commute? (Please circle all that apply)

- a) Monday
- b) Tuesday
- c) Wednesday
- d) Thursday
- e) Friday

Count	TRAIN																Grand Total
Q17	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	4	1	27	15	1	17	8	14	15	5	15	13	14	21	13	1	184
B	5		14	5		4	6	8	12	1	6	8	7	13	9	1	99
C	6		15	12		11	14	16	13	8	10	19	15	15	9	1	164
D	4		14	10		6	8	4	12	5	8	12	10	10	6	1	110
E	13	2	39	21		38	17	21	27	11	24	26	29	32	21	4	325
Grand Total	32	3	109	63	1	76	53	63	79	30	63	78	75	91	58	8	882

18) 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																Grand Total	%
Q18	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	1		2	1		3			3	5		1		4	1		21	0%
B	7	2	36	18	3	21	17	21	13	25	19	17	28	20	13	2	262	5%
C	2		6	1	1	2	4	4	2	8	4	3	3	6	2	3	51	1%
D	22	2	154	98	5	117	89	69	35	71	118	134	117	87	66	11	1195	23%
E	57	10	301	241	25	294	194	198	97	109	229	311	249	213	148	11	2687	52%
F	31	1	94	73	7	107	79	88	39	31	77	88	92	92	60	6	965	19%
Grand Total	120	15	593	432	41	544	383	380	189	249	447	554	489	422	290	33	5181	100%

19) VRE offers one car per train, the southernmost car, as a place for quiet relaxation. Do you prefer to sit in the Quiet Car?

- a) Yes
- b) No

Count	TRAIN																Grand Total	%
Q19	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	49	9	280	181	17	217	181	192	84	128	209	241	226	179	153	16	2362	47%
B	71	7	302	239	24	319	188	179	98	115	222	303	252	227	139	18	2703	53%
Grand Total	120	16	582	420	41	536	369	371	182	243	431	544	478	406	292	34	5065	100%

20) Would you be interested in: (Please circle all that apply)

- a) A late evening train leaving Union Station about 7:30p
- b) An earlier morning train (Leaving Fredericksburg/Manassas 4:45a)

Count	TRAIN																Grand Total
Q20	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	87	16	216	217	21	311	223	255	141	81	219	309	300	303	222	25	2946
B	18	1	446	155	9	137	77	60	38	128	100	77	35	35	27	7	1350
Grand Total	105	17	662	372	30	448	300	315	179	209	319	386	335	338	249	32	4296





25) If you have used Guaranteed Ride Home, 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																	
Q25	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
0	106	16	532	394	35	502	343	354	177	230	397	497	433	376	257	32	4681	89%
1	1		4	1		7	1		1			4	3	4	1	2	29	1%
2	2		3	1		2			1			2	2				13	0%
3	1		2	1		1		2		2	1	1	5	1	1		18	0%
4	2		1	1		1	1	2	1		2		2	1	1		15	0%
5			2	2		1	2			3		3	1	1	3		18	0%
6	1		2	3	1	5	1	2	1		1	1	3	3	3		27	1%
7			4	5		6	5	2	1	1	4	2	1	5	4		40	1%
8	2		6	3		5	4	2	1	3	8	10	14	5	3	2	68	1%
9	1		8	8	2	4	7	3	2	6	10	8	10	5	10		84	2%
10	4		34	16	3	17	21	18	6	7	29	31	21	22	18	1	248	5%
Grand Total	120	16	598	435	41	551	385	385	191	252	452	559	495	423	301	37	5241	100%

26) In the past year have you recommended that a friend try VRE?

- a) Yes, 1 person
- b) Yes, more than 1 person
- c) No

Count	TRAIN																	
Q26	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	21	8	123	81	15	113	84	81	35	57	91	119	116	105	85	5	1139	22%
B	64	5	338	260	17	316	208	207	104	152	268	315	271	234	154	18	2931	57%
C	33	2	130	90	9	117	90	90	50	39	88	116	101	78	56	9	1098	21%
Grand Total	118	15	591	431	41	546	382	378	189	248	447	550	488	417	295	32	5168	100%

27) When you need more detailed information about VRE, how do you go about getting it?

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

Count	TRAIN																	
Q27	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	89	11	446	330	30	409	305	274	128	205	360	444	390	297	217	21	3956	87%
B	2	3	16	13	1	23	5	10	7	6	13	10	11	21	14	1	156	3%
C	7	1	27	21	1	26	12	29	11	8	9	16	18	16	12	4	218	5%
D	10	1	25	17	1	28	6	16	9	7	16	27	18	19	13	1	214	5%
Grand Total	108	16	514	381	33	486	328	329	155	226	398	497	437	353	256	27	4544	100%

28) Do you read Commuter Weekly, VRE 's on board newspaper?

a) I never miss an issue

b) Sometimes

c) Never

Count	TRAIN																	
Q28	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	23		244	156	10	193	123	106	52	114	178	194	177	123	54	10	1757	34%
B	68	13	263	212	30	271	195	215	103	117	210	289	230	240	189	12	2657	52%
C	26	2	81	57	1	76	58	60	30	19	56	69	72	48	50	10	715	14%
Grand Total	117	15	588	425	41	540	376	381	185	250	444	552	479	411	293	32	5129	100%

29) 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																	
Q29	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
0	21	2	22	29	1	48	38	41	24	10	43	45	48	41	30	14	457	9%
1	4	1	18	9	1	9	4	7	7	4	5	15	17	9	2		112	2%
2	8	1	10	7		14	7	6	3	7	3	9	12	11	5		103	2%
3	6		24	16	1	22	20	13	13	11	21	29	17	21	8	2	224	4%
4	8		37	22	2	34	26	18	16	14	23	28	35	29	17	2	311	6%
5	10	5	102	65	7	76	61	68	25	47	64	84	69	50	63	1	797	15%
6	13	3	80	77	9	81	52	44	18	25	63	63	68	59	41	2	698	13%
7	19	1	105	72	6	98	63	59	26	52	92	91	81	65	51	3	884	17%
8	18	2	114	90	9	106	71	78	33	56	81	114	87	77	62	9	1007	19%
9	8		42	27	4	40	20	23	17	12	32	49	40	36	12	1	363	7%
10	5	1	44	21	1	23	23	28	9	14	25	32	21	25	10	3	285	5%
Grand Total	120	16	598	435	41	551	385	385	191	252	452	559	495	423	301	37	5241	100%

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

a) Major consideration

d) I did not know about VRE when I purchased my home

b) Some consideration

c) No consideration

Count	TRAIN																	
Q30	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	47	6	206	180	18	213	137	137	78	82	138	196	154	143	108	8	1851	37%
B	24	4	97	90	7	104	85	72	36	49	91	102	94	77	58	5	995	20%
C	35	6	208	110	11	142	106	119	49	81	136	145	135	111	63	14	1471	29%
D	14		60	43	4	78	45	45	23	36	69	104	81	79	49	6	736	15%
Grand Total	120	16	571	423	40	537	373	373	186	248	434	547	464	410	278	33	5053	100%

31) 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) 7-8 years
- g) 9-10 years
- h) Since the start of service in 1992

Count	TRAIN																	
Q31	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	9	3	53	56	4	65	56	58	21	19	68	78	55	49	42	6	642	13%
B	24	2	73	66	7	84	63	44	23	29	71	74	61	49	35	2	707	14%
C	26	4	156	119	12	135	89	82	43	47	95	143	101	117	76	12	1257	25%
D	28	3	139	89	7	119	58	91	43	61	81	103	100	73	69	7	1071	21%
E	9		48	33	4	51	35	30	20	30	53	57	54	40	26	1	491	10%
F	7	1	28	25	2	19	23	22	14	11	32	33	28	28	11		284	6%
G	9		40	18	1	32	24	23	9	23	19	26	31	30	12	2	299	6%
H	5	3	48	21	3	34	28	28	13	28	25	40	46	29	19	3	373	7%
Grand Total	117	16	585	427	40	539	376	378	186	248	444	554	476	415	290	33	5124	100%

32) Which of the following influenced your decision to try VRE for the first time? (Please circle all that apply)

- a) Traffic
- b) Old way of commuting became unattractive
- c) Recommended by a friend
- d) Co-worker
- e) Website
- f) Metrochek
- g) New job
- h) New home
- i) Newspaper ad/Radio commercial
- j) Guaranteed Ride Home
- k) Joint service with Amtrak
- l) Free bus connections
- m) Cross honoring with MARC
- n) Friends on the train
- o) Wanted to try the train, then liked it
- p) I just love trains
- q) Other

Count	TRAIN																	
Q32	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	
A	87	13	409	309	35	402	274	275	133	174	307	385	335	286	211	24	3659	
B	14	1	122	88	5	90	83	70	45	68	114	134	104	87	71	10	1106	
C	14	1	94	76	6	104	67	62	28	30	83	102	67	70	51	6	861	
D	10	1	55	34	1	57	38	31	17	19	47	47	50	41	26	4	478	
E	2		17	13		17	14	11	6	9	20	19	13	14	11	2	168	
F	17	1	118	104	6	114	65	43	30	50	107	109	80	60	53	4	961	
G	44	2	183	162	5	182	118	122	48	67	154	206	158	115	73	6	1645	
H	35	5	168	146	12	165	120	109	70	56	117	155	131	115	82	7	1493	
I	1		4	5		5	5	5		2	11	6	12	6	3	2	67	
J	6	1	58	38	1	43	25	21	16	12	29	36	27	15	21	3	352	
K	28	3	56	57	1	49	26	36	34	3	5	8	7	10	8	2	333	
L	6		20	24	1	26	6	13	9	7	14	10	9	8	3	2	158	
M	1		2	3		3	3	3	5	1	6	9		1		1	38	
N	6		19	14		17	12	8	3	4	9	13	9	11	6	1	132	
O	16	4	123	94	7	101	81	99	38	64	108	124	103	86	63	5	1116	
P	8	1	33	25	3	28	23	29	23	16	32	49	36	35	21	5	367	
Q	8	1	41	25		44	29	17	21	16	23	25	28	31	25	3	337	
Grand Total	303	34	1522	1217	83	1447	989	954	526	598	1186	1437	1169	991	728	87	13271	

33) If you have changed jobs recently, 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																	
Q33	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	7		26	24	3	26	17	19	11	10	21	26	19	23	18	2	252	30%
B	2		15	11		14	11	9	5	3	11	15	12	9	7		124	15%
C	4	1	14	13	1	11	8	10	4	6	10	14	18	4	6		124	15%
D	1	1	6	5		5	2	6	5		4	8	5	8	4		60	7%
E	6		21	15	1	19	10	13	4	4	10	13	10	14	11	1	152	18%
F	3		17	12	2	10	9	8	2	6	10	12	11	13	5		120	14%
Grand Total	23	2	99	80	7	85	57	65	31	29	66	88	75	71	51	3	832	100%

34) 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																	
Q34	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	15	1	81	78	4	94	54	67	22	68	128	128	104	96	66	11	1017	20%
B	37	4	195	106	11	150	104	108	60	46	53	83	103	76	42	5	1183	24%
C	44	7	193	152	15	204	122	115	65	97	165	221	180	149	119	8	1856	37%
D	21	3	107	86	6	78	83	71	39	27	83	104	77	79	57	10	931	19%
Grand Total	117	15	576	422	36	526	363	361	186	238	429	536	464	400	284	34	4987	100%

35) What is your number one concern about VRE service? (Please circle only one answer)

- a) On-time performance
- b) Lack of seats
- c) Lack of parking
- d) Older equipment
- e) Cost
- f) Communication
- g) Security
- h) Frequency of service
- i) Crews
- j) Other
- k) I don't have any concerns

Count	TRAIN																	
Q35	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	35	3	222	145	15	201	144	119	53	55	73	129	79	77	42	6	1398	29%
B	24	1	124	82	5	98	54	70	23	36	93	95	94	55	25	2	881	19%
C	11	3	7	19		14	25	21	21	19	48	68	103	106	90	11	566	12%
D	4		20	22	1	32	18	19	8	47	53	71	53	28	19	4	399	8%
E	12	2	96	84	5	75	58	50	35	34	53	52	54	42	28	1	681	14%
F	1		4	4		2		2	2	2		1	2	3	1		24	1%
G	3		10	12	3	13	10	7	4	3	14	19	9	9	10	3	129	3%
H	8	3	27	19	5	29	21	25	18	21	38	44	26	39	27	4	354	7%
I			2			1	1	2		2		1		1			10	0%
J		2	7	7		8	6	6	3	2	8	7	6	8	2		72	2%
K	4	1	24	13	1	27	23	17	5	13	31	27	19	14	9	4	232	5%
Grand Total	102	15	543	407	35	500	360	338	172	234	411	514	445	382	253	35	4746	100%

36) If you are a regular rider, what influences your decision to stay? (Please circle all that apply)

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

Count	TRAIN																Grand Total
Q36	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	20	3	101	87	2	106	68	63	38	57	100	124	85	76	60	7	997
B	97	13	474	359	27	437	300	304	153	199	375	474	403	317	226	24	4182
C	15		96	78	4	104	66	51	32	59	124	145	101	72	68	7	1022
D	46	5	274	193	14	257	168	177	90	130	240	303	273	210	158	13	2551
E	24	2	162	153	8	152	91	87	50	101	195	228	184	131	103	9	1680
F	17	1	100	65	4	84	73	69	38	43	81	107	88	55	40	4	869
G	12	4	126	104	5	111	85	70	45	56	124	165	127	83	78	7	1202
H	34	4	220	168	6	175	104	105	54	109	182	210	161	124	90	7	1753
Grand Total	265	32	1553	1207	70	1426	955	926	500	754	1421	1756	1422	1068	823	78	14256

37) For whom do you work?

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

Count	TRAIN																Grand Total	%
Q37	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	58	4	358	224	21	309	176	163	71	154	266	320	256	203	135	12	2730	54%
B	8	1	74	73	3	61	36	22	5	23	52	51	26	20	9	1	465	9%
C	35	6	123	107	11	140	129	138	68	53	97	146	146	137	105	11	1452	29%
D	8	1	11	11	1	18	26	37	19	5	12	20	35	27	25	4	260	5%
E	1	1	2	5		3	2	5	9	3	2	4	4	6	6	3	56	1%
F	2					7	1		1		1	1		3			16	0%
G								1						1	1	2	5	0%
H	4	2	13	6	2	3	5	9	9	4	5	9	12	15	10	1	109	2%
Grand Total	116	15	581	426	38	541	375	375	182	242	435	551	479	412	291	34	5093	100%

38) Does your employer provide the following? (Please 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
Q38	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	74	6	434	307	25	389	238	227	103	193	342	407	327	260	177	11	3520
B	6	1	28	19	2	30	16	26	15	7	14	29	27	32	26	3	281
C	17		55	47		62	35	46	21	21	46	56	57	56	42	7	568
D	8	3	42	29	3	42	37	30	14	12	27	38	45	33	27	3	393
Grand Total	105	10	559	402	30	523	326	329	153	233	429	530	456	381	272	24	4762

39) Do you get Metrocheks?

- a) Monthly
- b) Bi-monthly

- c) Quarterly
- d) Other

Count	TRAIN																	
Q39	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	33	3	115	98	11	124	91	95	50	72	112	138	136	125	88	10	1301	41%
B		1	5			2	4	6		1	2	9	5	7	6		48	1%
C	26	3	241	174	13	215	114	95	36	98	178	221	143	102	55	4	1718	54%
D	8		13	8	2	18	8	16	6	7	6	12	13	13	12	2	144	4%
Grand Total	67	7	374	280	26	359	217	212	92	178	298	380	297	247	161	16	3211	100%

40) If you receive Metrocheks, what is the monthly value of Metrocheks 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																	
Q40	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	64	4	394	284	22	343	208	182	85	173	300	368	290	216	148	12	3093	81%
B	3	1	6	7	2	12	5	14	3	6	10	13	18	10	7	2	119	3%
C	5		19	12		23	13	11	11	8	16	16	15	15	11		175	5%
D	1		2	1						1	2	1	2	2			12	0%
E	1		4	2	1	1	2	4	1	3	2	4	1	3	1		30	1%
F		1	8	2		3	5	5		3	6	4	4	5	3		49	1%
G				2		1	2	3			1		1	1	2		13	0%
H	9	1	31	27	2	46	23	28	12	10	25	34	25	36	28	7	344	9%
Grand Total	83	7	464	337	27	429	258	247	112	204	362	440	356	288	200	21	3835	100%

41) How often do you see a conductor on your train?

- a) More than 5 times per trip
- b) 4 to 5 times per trip
- c) 2 to 3 times per trip

- d) Once per trip
- e) Less than once per trip

Count	TRAIN																	
Q41	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	20	2	98	46	2	63	70	85	36	28	38	40	43	57	19	1	648	13%
B	25	2	99	57	7	88	83	93	36	51	73	74	100	82	57	4	931	18%
C	52	6	286	241	20	289	175	154	98	126	252	314	270	216	166	20	2685	53%
D	12	4	83	69	6	83	36	33	12	29	67	104	55	47	38	5	683	13%
E	6	1	14	15	2	18	10	9	1	10	7	20	10	10	7	2	142	3%
Grand Total	115	15	580	428	37	541	374	374	183	244	437	552	478	412	287	32	5089	100%

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

a) Yes

b) No

Count	TRAIN																	
Q42	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	90	10	486	366	33	446	295	291	142	206	379	470	365	328	238	26	4171	81%
B	26	6	102	64	5	101	84	84	45	40	65	86	115	85	52	8	968	19%
Grand Total	116	16	588	430	38	547	379	375	187	246	444	556	480	413	290	34	5139	100%

43) Do you know where the emergency exit windows are located on your train car?

a) Yes

b) No

Count	TRAIN																	
Q43	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	113	15	574	426	37	527	367	371	183	241	436	542	461	402	278	32	5005	97%
B	6	1	16	5	1	21	12	7	4	5	9	12	22	13	16	3	153	3%
Grand Total	119	16	590	431	38	548	379	378	187	246	445	554	483	415	294	35	5158	100%

44) Do you know how to remove a window in the event of an emergency?

a) Yes

b) No

Count	TRAIN																	
Q44	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	91	14	512	386	31	482	319	318	163	222	405	502	405	342	243	30	4465	87%
B	27	2	76	43	7	67	56	59	22	24	39	52	79	71	50	5	679	13%
Grand Total	118	16	588	429	38	549	375	377	185	246	444	554	484	413	293	35	5144	100%

45) Do you know where the emergency light sticks are located on your train car?

a) Yes

b) No

Count	TRAIN																	
Q45	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	45	1	250	154	14	180	142	135	64	84	102	110	129	92	69	5	1576	31%
B	70	14	338	280	23	363	238	242	125	163	333	442	358	322	224	30	3565	69%
Grand Total	115	15	588	434	37	543	380	377	189	247	435	552	487	414	293	35	5141	100%

46) Do you avoid or ride certain trains because of the types of cars (equipment) in the consist?

a) Yes

b) No

Count	TRAIN																	
Q46	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	57	7	274	184	16	260	166	144	79	74	142	231	143	119	87	9	1992	39%
B	58	8	311	247	21	287	206	226	109	169	296	320	334	288	204	26	3110	61%
Grand Total	115	15	585	431	37	547	372	370	188	243	438	551	477	407	291	35	5102	100%



47) How do you feel about the temperature on the trains? (Please circle all that apply)

- a) Always too cold
- b) Sometimes too cold
- c) Always too hot
- d) Sometimes too hot
- e) Just right

Count	TRAIN																Grand Total
Q47	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	4		35	12	3	27	14	15	10	4	9	16	5	6	2	1	163
B	37	3	214	137	13	191	113	102	53	65	89	123	93	93	69	7	1402
C	5		22	12		15	12	10	6	17	14	28	20	11	5	177	
D	54	5	269	189	12	224	158	165	76	126	189	210	229	152	130	12	2200
E	34	8	184	157	18	191	141	154	75	78	188	243	196	195	132	18	2012
Grand Total	134	16	724	507	46	648	438	446	220	290	489	620	543	457	338	38	5954

48) Name your least favorite type of train car. (Please circle only one answer)

- a) Kawasaki (bi-level, enter from vestibule, mechanical traps, light blue seats)
- b) Bombardier (bi-level, enter from lower level, many seats face each other, white exterior with blue and green waves)
- c) Gallery (bi-level, enter from vestibule, single seats on upper level)
- d) Mafersa (single level, 3x2 seats)

Count	TRAIN																Grand Total	%
Q48	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	10	3	70	38	2	59	40	38	14	22	27	27	39	49	24	2	464	10%
B	30	5	137	101	7	111	96	85	46	41	79	92	88	82	58	7	1065	22%
C	44	4	220	168	22	249	129	142	74	105	206	238	186	119	105	14	2025	42%
D	26	2	131	103	5	93	81	78	35	64	102	169	139	126	81	5	1240	26%
Grand Total	110	14	558	410	36	512	346	343	169	232	414	526	452	376	268	28	4794	100%

49) Do you take an earlier train than you would prefer because of full parking lots?

- a) Yes
- b) No

Count	TRAIN																Grand Total	%
Q49	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	33	2	137	84	10	71	58	51	23	77	123	167	159	168	108	13	1284	25%
B	82	13	452	350	28	476	319	324	162	168	317	388	321	246	184	20	3850	75%
Grand Total	115	15	589	434	38	547	377	375	185	245	440	555	480	414	292	33	5134	100%

50) Do you board the train at a station further from your home in order to find available parking?

- a) Yes
- b) No

Count	TRAIN																Grand Total	%
Q50	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	11		27	26		32	28	25	11	9	22	31	34	48	52	5	361	7%
B	103	15	560	402	38	511	350	351	174	238	418	522	449	364	237	28	4760	93%
Grand Total	114	15	587	428	38	543	378	376	185	247	440	553	483	412	289	33	5121	100%

51) Would you be willing to contact your state and federally elected officials from time to time in response to requests from VRE?

a) Yes

b) No

Count	TRAIN																	
Q51	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	89	11	441	318	26	399	283	284	139	192	328	392	361	327	227	25	3842	77%
B	21	4	129	99	11	124	77	79	40	48	98	137	101	82	62	10	1122	23%
Grand Total	110	15	570	417	37	523	360	363	179	240	426	529	462	409	289	35	4964	100%

**THE FOLLOWING INFORMATION WILL BE USED FOR STATISTICAL PURPOSES ONLY.**

52) Your gender:

a) Male

b) Female

Count	TRAIN																	
Q52	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	66	12	382	287	25	347	212	200	108	187	311	345	300	253	185	25	3245	64%
B	48	4	203	143	12	189	166	176	76	58	123	202	179	158	102	11	1850	36%
Grand Total	114	16	585	430	37	536	378	376	184	245	434	547	479	411	287	36	5095	100%

53) Your age:

a) Under 18

b) 18-24

c) 25-34

d) 35-44

e) 45-54

f) 55-64

g) 65+

Count	TRAIN																	
Q53	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	1					6					1	2	1	1			12	0%
B	6		14	9		6	12	14	7	1	6	7	8	9	9	2	110	2%
C	26	5	49	50	4	67	65	87	41	10	43	60	73	78	61	6	725	14%
D	30	2	136	138	8	157	130	117	54	67	131	169	136	117	103	5	1500	29%
E	39	5	240	162	15	201	103	96	55	99	146	190	157	132	66	9	1715	34%
F	13	3	131	64	10	90	60	56	22	61	101	109	94	66	38	9	927	18%
G	1	1	14	7		8	7	7	6	6	6	10	10	10	8	4	105	2%
Grand Total	116	16	584	430	37	535	377	377	185	244	434	547	479	413	285	35	5094	100%

54) Which best represents your annual household income?

a) Under \$25,000

b) \$25,000 - 49,999

c) \$50,000 - 74,999

d) \$75,000 - 99,999

e) \$100,000 -124,999

f) \$125,000 – 149,999

g) \$150,000 -174,999

h) \$175,000+

Count	TRAIN																	
Q54	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	1	2	4	2		4	4	4	2	1	4	2	5	3	2	1	41	1%
B	12	1	31	21		25	33	30	13	8	10	21	16	22	10	4	257	5%
C	27	5	91	49	8	66	56	61	31	19	36	46	48	45	41	5	634	13%
D	19	3	140	117	10	116	78	97	44	47	99	98	89	89	74	10	1130	24%
E	27	1	152	98	7	128	84	85	44	59	108	119	114	87	63	4	1180	25%
F	10	1	69	70	7	73	46	36	17	42	67	89	77	53	34	5	696	15%
G	5		38	24	2	36	38	26	10	20	35	63	45	50	25	2	419	9%
H	9	3	25	29	1	56	23	18	9	21	50	70	55	47	20	3	439	9%
Grand Total	110	16	550	410	35	504	362	357	170	217	409	508	449	396	269	34	4796	100%

55) Number of children under 18 years of age living at home:

- a) None
- b) 1

- c) 2
- d) 3

- e) 4
- f) 5 +

Count	TRAIN																	
Q55	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	68	11	342	247	19	276	212	197	102	142	236	299	263	226	142	22	2804	56%
B	16	3	105	67	6	100	68	71	38	38	60	91	85	87	55	5	895	18%
C	19	1	90	84	10	109	73	69	27	42	90	102	86	70	64	8	944	19%
D	8	1	30	18	2	29	13	25	10	10	26	31	28	17	15	1	264	5%
E	5		5	6		10	7	7	5	2	14	10	8	5	1		85	2%
F			7	4		5	2	3	1	1	4	4	3	3	5		42	1%
Grand Total	116	16	579	426	37	529	375	372	183	235	430	537	473	408	282	36	5034	100%

56) Do you:

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

Count	TRAIN																	
Q56	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	96	12	519	386	33	485	314	314	150	223	395	487	428	372	249	31	4494	89%
B	20	3	60	42	4	51	59	58	32	13	33	59	48	38	36	5	561	11%
Grand Total	116	15	579	428	37	536	373	372	182	236	428	546	476	410	285	36	5055	100%

57) Do you have a disability that requires you to use VRE's wheelchair lifts?

- a) Yes
- b) No

Count	TRAIN																	
Q57	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A			3	4		1	2	1		1	1	3	1	2			19	0%
B	115	16	585	427	37	538	375	375	186	237	435	546	479	412	289	35	5087	100%
Grand Total	115	16	588	431	37	539	377	376	186	238	436	549	480	414	289	35	5106	100%

58) Do you travel with a service animal?

- a) Yes
- b) No

Count	TRAIN																	
Q58	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A										1							1	0%
B	115	16	588	432	37	537	377	375	185	238	437	549	480	413	287	35	5101	100%
Grand Total	115	16	588	432	37	537	377	375	185	239	437	549	480	413	287	35	5102	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
Check Tickets Regularly	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 Staff and Riders	A	B	C	D	F	N/A
Automated Phone System (684-0400/ 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
Quality of Public Address System On Train	A	B	C	D	F	N/A
Quality of Public Address System On Platform	A	B	C	D	F	N/A
Timeliness of Platform Information	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













































**JUST FOR FUN! (LOOK FOR THE MOST COMMONLY GIVEN ANSWERS IN AN UPCOMING ISSUE OF COMMUTER WEEKLY)**

62) How do you pass the time while you are on the train?

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63) Where is the best restaurant / deli / coffee shop to have lunch on a workday?

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64) What is the best restaurant to have dinner at near your home?

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65) What is the title of your favorite book?

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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
- 25 - General train car comments
- 40 - Station parking comments
- 41 - Station signage
- 42 - Station announcements
- 43 - Platform comments
- 44 - Station security
- 45 - Station cleanliness
- 46 - Smoking at stations
- 47 - Lack of Spotsylvania station
- 48 - Station restrooms
- 60 - VRE communications
- 61 - Metrochek
- 62 - Guaranteed Ride Home comments
- 63 - General ticket comments
- 64 - Validating machine comments
- 65 - Lost & Found comments
- 66 - Bus connection comments
- 67 - "Commuter Weekly" comments
- 68 - Customer service complaints
- 69 - Train safety/security concerns
- 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	303	Grand Total
1			1	5	2	5	2	2	1	4	7	5	2				36
2			12	5	1		4	2	2	5	7	6	2				46
10	7		28	22	30	17	18	5	11	14	14	15	11	4			196
11	6		40	31	36	24	18	11	7	10	8	9	9	8	1		218
12	17	6	42	33	32	30	25	15	23	29	50	30	44	31	6		413
13			13	9	7	12	9	4	4	19	30	21	18	7			153
14			6	8	7	2	3	3	1	8	15	8	4		1		66
15	3		1	4	6	5	3		1		5	1	1	3	1		34
16	6		18	10	10	10	10	4	14	9	29	26	13	9	1		169
17			2	2	3	2	1	2					1	1			14
18	1		5	3	6	2	3	1	7	9	8	2	9	4	1		61
19	3		12	2	12	4	6	2	6	7	17	11	6	4			92
20	2		4	2	6	3	3	3	1	1	9	4	1	2			41
21	3		12	3	6	7	6	4	4	6	16	7	13	2	1		90
22			1	2	2				1	2	3	2	5				18
23			2	1	1		3	1	1	1	5	2	2	1			20
24			7	2	1	1	2				3	1	1	1			19
25	3	1	14	11	20	5	8	7	10	17	28	12	5	3	1		145
40	7	2	17	12	13	5	13	7	6	15	23	23	29	30	3		205
41			2	2	5	1	2	1	1	2	1	1	2	1			21
42			8	2	3	6	4	2	1	7	4	3	4	4	1		49
43	1			1		1	1	1	3		6	2	1	3			20
44	2		5	3	2		1	3	2	1		1					20
45	2		1	2	3	3	4		2		2	1		1			21
46	1		1	3	2	1	1		1	1	3	2		2			18
47	3		3	9		1	2										18
48			8	1	3			1	1		1		1				16
60			13	5	10	4	8	1	3	5	6	4	3	4			66
61	2		2	3	2	2	2	1	5	4	4	1	3	1	1		33
62			2	1													3
63	7		19	13	13	6	7	5	9	7	13	7	10	7			123
64	1		5	4	6	4	3	2	1	8	6	5	5	1	1		52
65			1														1
66	3		4	1	3	2	1	2	1	4	2	3	3	1			30
67	1		2	3	1	2	1		1			1	3	2			17
68	3		15	3	2	8	3	6	9		7	7	7	4			74
69	1		7	6	6	3	5		2	9	3	4	1	1			48
96	12	2	52	35	27	23	27	10	8	13	15	21	12	7	1		265
97	4	2	12	19	20	10	11	6	3	3	8	4	6	2	1	1	112
98	8		53	45	56	37	40	17	25	38	45	52	36	24	4		480
99	2		7	5	10	15	10	3	2	4	9	12	9	3	1	3	95
Grand Total	111	13	459	333	375	263	270	134	180	262	412	316	282	178	26	4	3618