

2005 Passenger Survey



Welcome to VRE's 2005 Passenger Survey!

It's that time again. Each year VRE surveys its customers to determine their opinions on various areas of 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 VRE 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 or fill in the blank.

1) What is the Zip Code of your home address?

Count	TRAIN															Grand Total	%	
	Q1	84	86	300	302	304	306	308	310	322	324	326	328	330	332			334
22401	19	7	24	35	29	22	13	13							1		163	4%
22508	7		8	5	7	1	1		1								30	1%
22405	4	2	110	88	84	70	57	31									446	10%
22554	10		63	53	62	42	24	27	1						1		283	6%
22407	25	3	83	51	63	32	25	19					1				302	7%
22408	24	5	47	38	44	32	11	21									222	5%
22553	4		41	22	15	6	6	6	1	1							102	2%
22192	12		19	14	15	14	8	19		1	1	5	1				109	2%
22191	7		25	34	24	44	29	18	1			1	1	1			185	4%
22193	3		18	22	19	17	20	15		1							115	2%
22556	5		19	13	10	11	8	4			1	1					72	2%
22485	1	1	15	13	7	11	2	2		1							53	1%
22026	2		16	11	11	18	5	4	1						1		69	1%
22134	1		3	3		4											11	0%
22406	2		18	20	23	18	15	5									101	2%
22534	2		3														5	0%
22546	1		9	4	3	1		5									23	0%
22580			8	1	2												11	0%
22172			4		4	4	4	2		1							19	0%
22079			9	6	14	10	9	5		2					1		56	1%
22443			2		2		2										6	0%
20112			6	3	3	1	1	3	17	31	25	37	32	17	4		180	4%
22728			1						1	3	2	1	1				9	0%
22712				1			1		2	8	4	2	2	1	2		23	0%
22315				1	1		2	1						1	1		7	0%
22153			2	1	1	2	2		1	1		4		2			16	0%

22152				1						4	7	8	10	8	6		44	1%
22039						1	2			6	9	14	13	14	1		60	1%
20136							1			35	59	69	46	32	17	4	263	6%
20169										5	13	7	9	5	4		43	1%
20111										37	39	56	56	52	26	1	267	6%
20155										15	21	24	20	17	8	1	106	2%
20110										49	52	81	65	51	48	6	352	8%
20186										1	8	8	5	4	2		28	1%
20109										13	11	18	13	21	15	1	92	2%
22015							1			23	37	61	72	52	38	3	287	6%
20119										5	3	3					11	0%
22032										12	19	26	32	31	18	2	140	3%
20121										3	6	3	4	7	5		28	1%
22030										1	2	11	5	3	5	1	28	1%
20120										2		4	7	3	2		18	0%
22150										3		1		3	6		13	0%
20124	1									3	5	10	14	10	1	1	45	1%
22003										3	3	3	8	4	7		28	1%
20181										8	13	9	10	3	9		52	1%
20187						1				7	14	10	9	10	8	2	61	1%
22151				1						2		6	7	7	6		29	1%
20115										1	2	3		1	2		9	0%
Grand Total	130	18	553	441	444	361	249	200	264	373	468	456	377	260	28	4622	100%	

2) What is the Zip Code of your workplace or destination today?

Count	TRAIN																
Q2	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
20001	4		12	8	17	12	11	6	10	6	16	21	35	11		169	5%
20002	5		13	6	6	4	9	8	6	3	10	29	15	17	1	132	4%
20003			6	3		4	2	1	7	7	6	4	3	2		45	1%
20004	3	1	3	2	7	6	4	5	3	2	9	9	16	12		82	2%
20005	2		12	4	8	9	9	4	5	10	10	24	16	7		120	3%
20006	3		5	7	6	7	7	6		4	4	3	6	7		65	2%
20007		1	1		1	1		1			1	2				8	0%
20008					1		2	1						2	1	7	0%
20009			1		2	1	2		1	3	3		1	2		16	0%
20010	1									1	1	2				5	0%
20013			1	2			1	1		2	1		1			9	0%
20024	1	1	7	12	14	12	9	9	5	16	18	16	15	7	2	144	4%
20036	9	1	4	5	3	8	11	3	4	3	6	9	11	13	1	91	3%
20037	1		1		1	1	3		1	1	2	3	4	2	1	21	1%
20049				1			2				1			3		7	0%
20201			2	5		1	1	1	1		5	1	3			20	1%
20202	1		3	8	4	8	2	6	2	4	5	6	5	6		60	2%
20210	1		4	3	1		1	2	4	4		1	1	1		23	1%
20212	2		3	4	2	3	1	6	3	3	3	5	5	7		47	1%
20219			1	1	1	2				1	3		1			10	0%
20220	1		2		2	1	1	1		1	2	2		1		14	0%
20224			2		5	1			2	5	3	1	1			20	1%
20228	1		4						4		1	1		1		12	0%
20229			3	3		1			1		2	1	1			12	0%
20230			2	1	3		1		1	1	2		1			12	0%

20237		1	1	2	1	1	1	1	3	1	1	2	15	0%		
20240	1	1	1	1	3	1		1				1	10	0%		
20250	1	6	8	3	1		2	5	11	12	2	3	2	56	2%	
20260	1	1	2	3	2	2	1	1	3	3	4	4	1	28	1%	
20301		2	2	5	1		1		4	8	3		1	27	1%	
20310		3	3	3	3			3	5	3	1	1		25	1%	
20314		3		2	1	3	1	3		2	3		1	19	1%	
20318		2		1				3	2	2		2		12	0%	
20319		1	3	1					1			1		7	0%	
20330		3	5	4				2	2	4	1	1		22	1%	
20350		2	5					2	5					14	0%	
20376	2	3	3	1	2	1		2	4		2			20	1%	
20380		7		2			1		1					11	0%	
20401		3	7		1	1		1	4			1		18	0%	
20407	1	1	1	1	1	1		4	1	5	1		1	18	0%	
20408				1	1				2			1		5	0%	
20410	1	3	4	6	5	1	5	2	3	1	4	2	5	42	1%	
20415		1							1	1				3	0%	
20416				1	1					1	1	1		5	0%	
20420	1	1	3	2				1	1	1	3		1	14	0%	
20426	2	2	1					1	8	3	3	3	1	24	1%	
20436	1		1		1		1	3	1	2	2	2		14	0%	
20447	1	2		1						2				6	0%	
20460		2	1		1				3	2	5	1	1	1	17	0%
20472	1	5	3	5		1		3	2	4	6	2	1	33	1%	
20510	3	2	2	4	8	6	1	3	2	1	1	3	2	38	1%	
20515	2	1	4	2	3	1	2	3	4		5	3	6	36	1%	
20523		3						2		2	1			8	0%	
20528	2	3	1	3			2	2		4	1	1		19	1%	
20529				1				1	2		1			5	0%	
20530	1		3	2	3	2	1		3		4	1	3	23	1%	
20531		1	1		1	2			3			1	1	10	0%	
20534		4		1	1	1		1	1	5	1			15	0%	
20535	2	6	4	1				1	10	3	6	1		34	1%	
20536		5	1	3	2		1			1	3			16	0%	
20540	1	7		1	1	1			3	1	2	1		18	0%	
20544	1	3		1	3		1	1	4		6	2	6	28	1%	
20546		5	2	3		2			2	2	3	3		22	1%	
20547			2		1		1	1	2	2	2	1	3	15	0%	
20548		3	1	1			1		2	1	2	1	1	13	0%	
20549	1	1	1	1		3	1			1	3	3	1	16	0%	
20554			2				1	2		1	1	3	1	11	0%	
20560	3	3	1	2					2	1	2	4	1	19	1%	
20585	1	3	8	1	3	4	1	7	6	10	8	4	3	2	61	2%
20590	2	6	7	10	4	2	3	6	11	17	13	9	1	91	3%	
20591		13	11	6	5	8	3	8	21	14	9	3	6	3	110	3%
20593	1	8	4	1		1	1	8	4	4	3		1	36	1%	
20594			1		2	1			1				1	6	0%	
20910	2	4		1	2			3	2	5	3	4		26	1%	
22022		1	1			2		1	1			1	1	8	0%	
22040		1				1								2	0%	
22060		19	12	10	10	3			1	1				56	2%	
22090			1								1			2	0%	
22134	1	2	5	4	5	11	3	3						34	1%	

22150			1	4	4				1		1							11	0%
22151						1	1	1		1		2	1					7	0%
22191					1		5											6	0%
22192			2	1	1	3												7	0%
22201	1		6	6	3	1	3	3			1		3	2				29	1%
22202	7		64	63	75	51	26	13	38	55	65	60	40	23	1			581	16%
22203	1		6		4	4				1	3		1					20	1%
22204	2		5	2	3	1		1	1	2	1			2				20	1%
22206				1	3	2				1	2				1			10	0%
22209	1	1	8	8	10	4	4	4	4	5	15	5	2	3				74	2%
22215				1	3	1			1	2	1		1					10	0%
22240			1	3	2	3			1		2	3	2	1				18	0%
22301			3		2			1			1			1				8	0%
22302	2		1		2			1	2		1		1					10	0%
22304		1	1	2	3	1				1	1							10	0%
22310			3	2	6	3		2										16	0%
22311	2		2	3		2	1	1							1			12	0%
22312	1			2		5							2					10	0%
22313	1		7	1	1	2	2	3	4	7	6	3	3	3				43	1%
22314	14	3	24	19	24	23	24	24	8	2	15	17	24	14	5			240	7%
22315			2	4	2	1												9	0%
22331	1		4	2	3		1			2	2	1	2					18	0%
22332	2		12	4	9		4		1	3	5	1		1				42	1%
Grand Total	106	11	406	331	350	275	205	151	208	309	372	358	298	208	17			3605	100%

3) 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																
Q3	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A					1				120	186	171	121	88	58	10	755	15%
B	1								58	72	98	90	70	66	11	466	9%
C			1	1					57	69	96	103	107	56	6	496	10%
D			1	1			1		31	54	95	99	85	38	6	411	8%
E							1		21	25	41	57	46	42	1	234	5%
F				2					9	4	7	10	20	18		70	1%
G	98	21	256	177	192	111	61	64		1	1					982	20%
H			121	116	101	86	77	37	1	1				1		541	11%
I	1		67	55	51	58	34	26							1	293	6%
J	18	1	34	23	42	28	12	20	1							179	4%
K	1		45	56	41	61	45	30	2						2	283	6%
L	21		37	25	31	21	17	28				1	1			182	4%
M	1		10	8	16	14	14	5		2						70	1%
N			2	3	1	3	5	2						1		17	0%
O	1					1						1	1	3		7	0%
Grand Total	142	22	574	467	476	383	267	212	300	414	509	482	419	285	34	4986	100%

4) At which station will you leave the train this morning?

- | | | |
|------------------|------------------|--------------------------|
| a) Union Station | e) Backlick Road | i) Franconia/Springfield |
| b) L'Enfant | f) Quantico | j) Rippon |

c) Crystal City
d) Alexandria

g) Woodbridge
h) Lorton

k) Other

Count	TRAIN																
Q4	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	40	8	96	59	56	57	58	40	51	65	70	106	106	78	9	899	18%
B	55	3	211	176	165	131	93	87	141	196	239	217	176	119	14	2023	41%
C	7		138	126	144	95	47	23	76	124	148	106	82	44	5	1165	23%
D	39	8	71	41	67	49	49	46	30	25	51	47	52	40	6	621	12%
E									1	3	1	5	1	1		12	0%
F	1	2	7	7	7	14	4	4								46	1%
G			4	4	5	7	4	1							2	27	1%
H			28	12	15	12	8	1								76	2%
I			14	38	16	16	3	7	1							95	2%
J			3	1	1	1	1	2								9	0%
K		1										1		1		3	0%
Grand Total	142	22	572	464	476	382	267	211	300	413	509	482	417	285	34	4976	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).

5) Manassas Line

- a) 1:05p / 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) 6:40p / 19
- i) 6:50p / 337

6) Fredericksburg Line

- a) 12:55p / 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) 6:45p / 313
- j) 7:00p / 85

Count	TRAIN														
Q5	84	300	302	304	306	308	322	324	326	328	330	332	334	Grand Total	%
A			1									1		2	0%
B							7	1	1	3	3	1	3	19	1%
C		1	1	2	1		126	114	71	39	21	15	3	394	16%
D		1	1		1		75	128	135	92	49	29	6	517	22%
E	1	2	1		2	1	49	98	160	156	120	50	4	644	27%
F			1	2	5	1	18	35	86	102	120	72	6	448	19%
G	1			2	1	1	11	16	40	54	67	75	3	271	11%
H								1	5	4	1	2	2	15	1%
I		1		1			3	5	6	22	25	23	5	91	4%
Grand Total	2	5	5	7	10	3	289	398	504	472	406	268	32	2401	100%

Count	TRAIN															
Q6	84	86	300	302	304	306	308	310	322	324	326	328	330	332	Grand Total	%
A			4	1	1		1	3		2					12	0%
B		2	5	1		1			2						11	0%
C	10		179	61	52	39	17	11	2		1		1	1	374	15%
D	15		127	127	100	39	13	18	2	3	1				445	18%
E	19	2	150	147	151	93	61	29		2		1			655	26%
F	38	8	49	77	110	116	72	55		1	1	1	2	4	534	21%
G	34	1	11	13	11	18	18	10	1			1			118	5%
H	14		22	27	23	42	62	45							237	9%
I	5	1	14	4	15	21	17	31		1		1	1		111	4%
J	4	7	6	2		2	3	6						1	31	1%
Grand Total	139	21	567	460	463	371	264	208	7	9	3	4	4	8	2528	100%

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

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

Count	TRAIN																
Q7	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	108	10	484	386	398	310	206	165	257	349	422	389	340	224	23	4071	82%
B	12	3	51	25	34	19	19	12	15	27	32	26	11	9	7	302	6%
C	11	5	28	37	31	42	27	27	15	16	30	40	38	35	3	385	8%
D						1						1	1	1		4	0%
E	8	3	9	17	8	9	16	7	6	15	15	13	19	13		158	3%
F	1		1	1	1	1			1		2	2	1			11	0%
G	1									1	1					3	0%
I								1				1				2	0%
J									2	6	5	9	5	2		29	1%
K		1	1						1				1	1		5	0%
Grand Total	141	22	574	466	472	382	268	212	297	414	507	481	416	285	33	4970	100%

8) How will you get to your final destination when you get off the train this morning?

- 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																
Q8	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	73	8	304	273	273	229	160	142	193	279	346	324	275	195	22	3096	64%
B	1		1	2	2	2	2	1	1	1		1	1	2		17	0%
C	1		3	2	1	1	1		1			2	3	1		16	0%
D	50	7	135	111	106	87	68	42	68	87	113	107	103	64	9	1157	24%
E	3	1	36	29	23	30	18	6	2	5	7	9	10	8		187	4%
F	2	2	17	10	15	5	3	3	11	11	7	8	5	3		102	2%
G			4	1	2					2	3	4	1			17	0%
H			2			1			1	6	3	1			1	15	0%
I	7	1	4	3	6	7	4	5	2		2		4	2		47	1%
J			15	8	5	5	1	1			2	1				38	1%
K	2		26	17	26	7	7	2	14	16	10	13	8	3		151	3%
Grand Total	139	19	547	456	459	374	264	202	293	407	493	470	410	278	32	4843	100%

9) 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) Metrorail
- j) "Slug"
- k) Other

Count	TRAIN																
Q9	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	53	7	205	164	185	124	85	65	100	144	197	158	136	73	4	1700	35%
B	50	8	247	163	155	162	103	83	114	131	138	139	110	89	14	1706	35%
C	7		26	31	38	19	19	10	11	11	24	26	15	12		249	5%
D	2		1	4	3						2	1	1	2	2	18	0%
E	15	1	44	48	43	41	32	27	53	88	94	111	97	68	4	766	16%
F			2	3	2		1		1	2	3	4	1	1		20	0%
G	1		6	1	4	1	2	1		2	3		2	1		24	0%
H			3	1	3	5	1	2	6	2	7	10	6	5		51	1%
I	1		3	8	5	4	1	4	9	10	15	15	22	16		113	2%
J	6		13	18	17	14	10	5		4	3	4	10	4		108	2%
K	2	4	10	10	5	8	6	5	2	7	6	7	7	3	4	86	2%
Grand Total	137	20	560	451	460	378	260	202	296	401	492	475	407	274	28	4841	100%

10) 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																
Q10	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	50	6	228	165	168	149	105	84	102	129	174	182	148	121	17	1828	37%
B	7		50	37	36	26	17	18	37	52	53	47	31	27	4	442	9%
C	7		46	30	22	16	6	8	19	20	20	12	9	5	1	221	5%
D	7	1	35	40	41	35	26	25	49	71	98	95	89	57	2	671	14%
E	6	1	31	26	21	10	8	3	10	11	16	11	9	5	1	169	3%
F	3		9	6	9	4	3	2	4	6	5	8	5	2		66	1%
G	4		15	11	8	13	6	8	14	18	22	28	33	14		194	4%
H	6		14	19	26	12	11	11	1	7	10	8	12	3		140	3%
I	43	9	122	110	126	94	70	39	53	86	101	74	66	37	3	1033	21%
J	4	2	17	17	6	21	11	7	4	9	6	11	7	7	1	130	3%
Grand Total	137	19	567	461	463	380	263	205	293	409	505	476	409	278	29	4894	100%

11) 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																
Q11	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	2		5	2	2	5	3	4	2	1	2	1	1	4	3	37	1%
B	6	4	11	5	9	2	11	10	5	3	4	9	14	6	2	101	2%
C	14	2	27	23	33	19	17	19	17	21	19	19	22	25	2	279	6%
D	20	3	94	70	71	54	46	52	62	75	92	80	61	50	5	835	17%
E	96	7	423	348	347	284	184	112	207	310	383	362	305	192	13	3573	72%
F		2	2	7	6	6	2	4	1	2	2	7	7	3		51	1%
G	1		5	9	2	7	2	6	2	1	2	3	5	1	1	47	1%
H	1	4	1	2	3	4	1	3		1	2				5	27	1%
Grand Total	140	22	568	466	473	381	266	210	296	414	506	481	415	281	31	4950	100%

12) 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																
Q12	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	6	1	14	15	9	11	12	6	10	3	12	13	12	8	2	134	3%
B	6	2	23	17	25	11	8	14	7	12	11	14	14	12		176	4%
C	19	1	69	44	62	41	31	21	35	52	52	48	37	35	3	550	11%
D	46	3	205	159	178	144	95	61	128	153	186	173	180	99	12	1822	37%
E	40	7	159	160	123	128	81	72	78	145	189	171	127	101	7	1588	32%
F	21	5	101	65	70	41	36	35	39	48	54	59	41	25	3	643	13%
Grand Total	138	19	571	460	467	376	263	209	297	413	504	478	411	280	27	4913	100%

13) Do you tele-commute or 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																
Q13	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	13	2	40	31	34	25	17	29	27	26	25	33	37	29	1	369	8%
B	5	3	14	7	13	6	8	6	4	6	10	3	7	14	1	107	2%
C	6	2	4	2	5	6	3	6	2	1	1	5	4	5	2	54	1%
D	114	14	507	420	416	342	237	169	263	378	468	436	364	235	25	4388	89%
Grand Total	138	21	565	460	468	379	265	210	296	411	504	477	412	283	29	4918	100%

14) 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																	
Q14	84	86	300	302	303	304	306	308	310	322	324	326	328	330	332	334	Grand Total	
A	8	3	18	14	13	13	9	11	10	6	13	9	15	16	2		160	
B	6	2	16	6	11	10	11	7	5	5	11	8	14	12	1		125	
C	3	3	10	7	12	7	9	7	6	8	6	11	12	9	1		111	
D	8	3	17	10	9	13	9	8	12	9	11	12	15	11	3		150	
E	14	3	35	23	30	25	13	22	16	16	10	29	32	29	2		299	
Grand Total	39	14	96	60	75	68	51	55	49	44	51	69	88	77	9	0	845	

15) What type of ticket are you using today?

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

Count	TRAIN																
Q15	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	1	1	10	12	5	15	7	12	6	3	12	4	9	7	8	112	2%
B	58	4	253	212	203	175	111	76	141	214	278	254	202	127	7	2315	47%
C	9	2	28	39	27	21	9	7	15	26	29	25	24	14	1	276	6%
D	61	15	234	184	212	149	124	109	125	152	165	166	157	126	15	1994	40%
E	10		44	11	20	19	11	5	10	16	21	30	20	9		226	5%
F			5	6	5	2	3	2	1	2	1	1	3	2		33	1%
Grand Total	139	22	574	464	472	381	265	211	298	413	506	480	415	285	31	4956	100%

16) Where did you purchase this ticket?

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

Count	TRAIN																
Q16	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	83	9	401	313	302	231	159	126	208	284	318	275	211	146	13	3079	63%
B	51	13	146	132	150	134	95	79	79	114	166	184	180	122	16	1661	34%
C	5		19	12	9	10	9	2	7	11	14	15	14	13	1	141	3%
Grand Total	139	22	566	457	461	375	263	207	294	409	498	474	405	281	30	4881	100%

17) Do you often have to ride past your normal zone of origination or destination?

- a) Yes
- b) No

Count	TRAIN																
Q17	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	3	1	9	12	9	14	9	6	9	11	4	10	5	10	1	113	2%
B	135	20	562	452	464	368	256	205	288	401	502	469	411	271	27	4831	98%
Grand Total	138	21	571	464	473	382	265	211	297	412	506	479	416	281	28	4944	100%

18) Would you be interested in purchasing a supplemental ticket (to be used along with a Five-Day, Ten-Trip, TLC or Monthly ticket) that would allow you to ride outside your normal zones?

- a) Yes
- b) No

Count	TRAIN																
Q18	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	24	3	81	85	68	82	40	38	38	45	60	50	41	36	2	693	14%
B	116	18	484	378	397	297	225	170	259	368	440	426	361	245	26	4210	86%
Grand Total	140	21	565	463	465	379	265	208	297	413	500	476	402	281	28	4903	100%

19) 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
Q19	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	84	5	434	330	320	252	169	131	245	332	384	299	253	186	15	3439
B	8	2	24	21	36	28	12	16	12	16	25	38	31	17	2	288
C	13	3	40	46	50	38	30	28	26	48	52	58	44	31	2	509
D	15	2	31	35	42	43	35	14	18	19	28	49	50	19	4	404
Grand Total	120	12	529	432	448	361	246	189	301	415	489	444	378	253	23	4640

20) Do you split your Metrochek benefits between VRE and another transit organization?

a) Yes

b) No

Count	TRAIN															Grand Total	%
Q20	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	35	10	120	90	93	73	51	38	54	96	99	81	64	51	4	959	22%
B	84	10	389	314	320	265	177	137	217	275	351	320	275	183	17	3334	78%
Grand Total	119	20	509	404	413	338	228	175	271	371	450	401	339	234	21	4293	100%

21) Please circle all that apply.

- a) I have Internet access at my workplace
- b) I use Rail Time to track the status of my train
- c) I subscribe to Train Talk at work only
- d) I subscribe to Train Talk at home only
- e) I subscribe to Train Talk both at work and at home
- f) I do not subscribe to Train Talk

Count	TRAIN															Grand Total
Q21	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	130	15	532	433	432	354	248	186	285	396	483	456	401	276	26	4653
B	33	2	104	88	94	81	59	55	39	66	85	78	73	52	2	911
C	51	3	220	191	183	134	95	64	116	192	222	172	137	99	4	1883
D	5	1	46	27	38	10	15	7	21	25	28	32	23	13	1	292
E	17	2	143	75	85	55	55	30	60	79	86	93	54	39	2	875
F	49	13	164	152	164	150	90	84	99	123	159	175	173	116	18	1729
Grand Total	285	36	1209	966	996	784	562	426	620	881	1063	1006	861	595	53	10343

25) Please rate your satisfaction with the VRE Update. (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	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
1	1		7	4	5	3	2	2	3	3	4	4		4		42	1%
2	1	2	11	10	3	7	6	1	2	7	11	9	5	5		80	2%
3	5		11	21	20	12	8	2	5	7	13	17	10	9		140	3%
4	4		33	19	12	13	10	15	12	14	19	9	16	5	1	182	4%
5	23	2	74	52	67	46	33	28	33	45	48	39	44	42	2	578	12%
6	13		75	56	56	43	20	23	30	42	54	60	48	20	3	543	12%
7	22	1	113	91	89	68	53	33	50	71	89	92	75	47	6	900	19%
8	35	6	151	113	113	109	72	51	84	110	118	133	104	74	6	1279	27%
9	11	3	47	42	58	36	24	22	34	62	79	70	50	40	3	581	12%
10	7	1	32	26	25	22	14	13	37	31	56	35	40	23	2	364	8%
Grand Total	122	15	554	434	448	359	242	190	290	392	491	468	392	269	23	4689	100%

26) 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																
Q26	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	58	5	183	190	199	159	115	90	98	147	178	177	154	113	8	1874	38%
B	29	7	112	95	81	70	47	48	58	77	84	99	66	49	4	926	19%
C	29	5	194	115	138	100	70	49	95	118	143	115	116	65	9	1361	28%
D	19	2	80	61	51	52	33	19	47	67	94	83	74	52	6	740	15%
Grand Total	135	19	569	461	469	381	265	206	298	409	499	474	410	279	27	4901	100%

27) 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																
Q27	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	22	2	55	57	45	61	36	14	21	32	39	43	52	27	8	514	10%
B	22	1	68	68	69	54	31	25	28	49	57	58	58	36	3	627	13%
C	33	3	116	109	102	90	60	45	78	104	127	111	85	68	5	1136	23%
D	25	4	150	97	103	65	64	47	71	81	102	112	91	63	3	1078	22%
E	16	1	78	47	48	37	28	23	33	52	80	54	41	33	5	576	12%
F	4	1	35	27	33	23	14	17	16	34	23	34	26	17	2	306	6%
G	12		33	28	35	19	20	17	23	31	34	34	31	19	1	337	7%
H	6	4	39	28	39	33	14	21	30	29	44	32	32	19	3	373	8%
Grand Total	140	16	574	461	474	382	267	209	300	412	506	478	416	282	30	4947	100%

28) 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) Newspaper ad/Radio commercial
- f) Guaranteed Ride Home
- g) Joint service with Amtrak
- h) Free bus connections

- e) Website
- f) Metrochek
- g) New job
- h) New home

- m) Friends on the train
- n) I just love trains
- o) Wanted to try the train, then liked it
- p) Other

Count	TRAIN															Grand Total
Q28	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	98	9	380	314	334	286	180	148	198	279	344	300	274	194	20	3358
B	31		124	85	85	74	51	42	76	112	121	140	98	67	7	1113
C	32	3	95	82	76	68	37	29	58	78	95	81	76	42	3	855
D	19	3	66	58	49	44	18	10	30	39	53	61	48	24	1	523
E	6	1	18	30	19	17	12	4	8	17	17	13	10	9	1	182
F	23		103	83	85	65	44	32	76	82	90	65	54	33	4	839
G	55	6	188	151	177	116	86	47	88	128	170	157	133	81	5	1588
H	51	6	161	172	156	130	100	64	90	114	163	156	137	96	6	1602
I	1	2	4	6	7	3	4		7	5	12	6	2	5		64
J	9		34	29	29	24	16	14	17	29	26	29	19	12		287
K	34	7	38	24	25	22	20	21	2	7	4	6	9	3	1	223
L	5		16	13	13	10	4	5	6	6	7	9	10	5		109
M	3		18	12	12	10	9	5	3	8	12	18	3	5	1	119
N	8	3	12	23	19	15	12	19	15	16	43	28	19	21	2	255
O	25	3	109	76	89	79	50	40	62	78	119	102	91	64	4	991
P	6		31	29	17	21	16	13	21	24	33	29	28	18	2	288
Grand Total	406	43	1397	1187	1192	984	659	493	757	1022	1309	1200	1011	679	57	12396

29) 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															Grand Total
Q29	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	13	2	60	56	47	33	31	17	24	37	47	43	41	25	2	478
B	9	1	25	24	20	20	13	8	11	21	24	27	20	11	1	235
C	11	3	30	34	20	24	16	16	10	33	29	30	13	16	1	286
D	4		13	9	3	13	4	4	3	10	12	14	12	7		108
E	11	3	37	38	28	32	20	16	19	33	26	30	24	15	1	333
F	12	1	27	24	10	17	7	8	12	12	19	18	17	9	1	194
Grand Total	60	10	192	185	128	139	91	69	79	146	157	162	127	83	6	1634

30) 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																
Q30	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	24	2	94	82	96	75	53	48	84	98	156	122	114	89	3	1140	23%
B	21	4	146	120	83	68	35	32	16	44	49	43	31	20	3	715	15%
C	66	7	230	169	202	151	123	92	162	216	241	242	199	133	13	2246	46%
D	24	6	96	86	82	77	46	36	35	50	59	64	60	35	7	763	16%
Grand Total	135	19	566	457	463	371	257	208	297	408	505	471	404	277	26	4864	100%

31) 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																
Q31	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	
A	55	4	322	217	215	187	115	68	83	106	126	109	87	51	7	1752	
B	18	2	77	91	81	52	44	36	53	91	102	81	61	23	2	814	
C	30	6	33	42	43	35	45	58	26	43	64	93	123	103	13	757	
D	12	1	38	58	29	20	23	16	44	54	63	64	37	19	3	481	
E	30		86	79	84	64	48	36	54	68	76	67	67	38	7	804	
F	2	2	10	8	6	2	3	3	5	2	3	2	2	4		54	
G	3		7	12	13	7	9	5	5	12	14	8	12	4		111	
H	10	7	38	36	23	30	38	28	46	40	62	65	56	57	3	539	
I			3	1	3		3	3	3	2		1	2	2		23	
J	2	1	7	6	4	7		4	2	9	4	7	7	6		66	
K	4		21	9	20	12	6	5	19	23	33	34	23	9		218	
Grand Total	166	23	642	559	521	416	334	262	340	450	547	531	477	316	35	5619	

32) 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																
Q32	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	70	6	361	268	259	190	123	92	199	276	311	255	197	136	10	2753	56%
B	9		79	53	63	32	16	5	28	42	45	17	17	8	1	415	8%
C	35	4	106	116	119	122	95	83	59	74	118	145	146	86	13	1321	27%
D	11	3	9	13	18	17	18	13	4	12	17	32	32	37		236	5%
E	4	1	5	1	1	4	3	5	3	2	4	7	9	5	2	56	1%
F	1	3		2	3		2	2			1	2				16	0%
G		1									1		1	1		4	0%
H	6	3	9	7	4	12	7	8	3	3	8	11	11	7	1	100	2%
Grand Total	136	21	569	460	467	377	264	208	296	409	505	469	413	280	27	4901	100%

33) On average 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																
Q33	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	22	5	71	25	37	56	42	39	59	38	33	40	76	42	2	587	12%
B	33	1	100	72	55	101	77	56	66	50	66	90	95	70	3	935	19%
C	63	11	285	244	269	185	127	100	147	253	304	266	180	139	17	2590	53%
D	14	5	90	89	85	31	13	11	21	66	86	67	48	26	3	655	13%
E	3		18	26	21	3	4	2	3	3	13	7	10	3	2	118	2%
Grand Total	135	22	564	456	467	376	263	208	296	410	502	470	409	280	27	4885	100%

34) How many times in the last week has your ticket been inspected by a conductor?

- a) 10 or more times
 b) 8 or 9 times
 c) 6 or 7 times
 d) 4 or 5 times
 e) 2 or 3 times
 f) Once
 g) Never

Count	TRAIN																
Q34	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	27	3	116	59	98	76	63	48	113	143	123	112	117	89	5	1192	25%
B	32	2	70	67	55	52	46	39	54	95	97	101	75	59	4	848	18%
C	13	2	52	60	65	54	43	25	37	39	85	63	47	41	3	629	13%
D	27	6	150	119	102	104	67	46	57	89	121	119	90	51	8	1156	24%
E	24	2	118	73	94	61	27	30	19	28	52	55	55	25	2	665	14%
F	10	2	33	40	27	15	13	7	7	5	11	13	12	8	5	208	4%
G	3	2	20	33	18	8	3	7	3	5	4	7	6	5		124	3%
Grand Total	136	19	559	451	459	370	262	202	290	404	493	470	402	278	27	4822	100%

35) Please circle all that apply.

- a) I know where the fire extinguisher is located in my train car.
- b) I know where the first aid kit is located in my train car.
- c) I know where the emergency light sticks are located in my train car.
- d) I know where the emergency exit windows are located in my train car.
- e) I know how to remove an exit window in the event of an emergency.

Count	TRAIN															Grand Total
Q35	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	85	8	430	319	346	263	191	131	240	349	413	358	294	199	16	3642
B	71	8	347	278	280	211	156	100	214	268	334	312	261	178	14	3032
C	46	6	279	182	199	149	119	73	131	149	161	167	144	89	5	1899
D	117	14	534	409	424	338	243	184	277	381	470	436	375	260	22	4484
E	95	12	451	342	365	297	189	155	239	333	398	365	311	206	17	3775
Grand Total	414	48	2041	1530	1614	1258	898	643	1101	1480	1776	1638	1385	932	74	16832

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

- a) Yes
- b) No

Count	TRAIN															Grand Total	%
Q36	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	85	9	280	200	253	131	97	92	70	121	173	139	94	61	8	1813	37%
B	50	10	286	258	211	241	162	115	225	285	327	325	311	210	19	3035	63%
Grand Total	135	19	566	458	464	372	259	207	295	406	500	464	405	271	27	4848	100%

37) How do you feel about the temperature on the trains?

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

Count	TRAIN															Grand Total	%
Q37	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	7		37	17	29	20	10	6	10	13	9	9	6	2	2	177	4%
B	22	2	149	99	115	85	57	40	41	69	81	77	57	28	3	925	20%
C	6	2	9	20	7	9	9	6	7	10	6	6	11	7		115	3%
D	53	4	152	140	123	83	64	48	76	124	154	141	124	60	10	1356	30%
E	38	9	164	143	154	143	108	95	141	173	227	212	187	162	11	1967	43%
Grand Total	126	17	511	419	428	340	248	195	275	389	477	445	385	259	26	4540	100%

38) 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																
Q38	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	
A	21		63	42	35	49	27	23	30	36	41	60	43	30	1	501	
B	34	4	128	89	110	85	67	53	59	78	86	111	83	60	5	1052	
C	61	9	266	238	226	130	84	89	120	208	229	175	142	87	7	2071	
D	15	2	94	78	71	89	67	28	68	72	115	107	104	76	4	990	
Grand Total	131	15	551	447	442	353	245	193	277	394	471	453	372	253	17	4614	

39) Do you regularly sit in the Quiet Car, the southernmost car on the train?

- a) Yes
- b) No

Count	TRAIN																
Q39	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	43	9	182	160	149	128	95	70	110	148	157	153	142	97	4	1647	34%
B	90	9	383	301	318	241	168	135	186	264	344	321	265	183	21	3229	66%
Grand Total	133	18	565	461	467	369	263	205	296	412	501	474	407	280	25	4876	100%

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

- a) Yes
- b) No

Count	TRAIN																
Q40	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	38	7	165	102	112	75	61	47	117	150	164	155	150	88	7	1438	29%
B	96	11	403	360	359	302	205	160	178	263	334	319	258	193	18	3459	71%
Grand Total	134	18	568	462	471	377	266	207	295	413	498	474	408	281	25	4897	100%

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

- a) Yes
- b) No

Count	TRAIN																
Q41	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	7	5	30	30	35	28	22	16	18	15	21	38	35	32	2	334	7%
B	126	11	539	434	435	348	241	189	277	395	480	434	374	246	22	4551	93%
Grand Total	133	16	569	464	470	376	263	205	295	410	501	472	409	278	24	4885	100%

42) If eliminating the Free Ride Certificate program would mitigate a future fare increase, would you favor discontinuing the distribution of FRCs?

a) Yes

b) No

Count	TRAIN																
Q42	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	84	6	262	198	212	166	119	87	147	220	239	244	202	139	14	2339	50%
B	47	10	291	249	242	190	142	112	136	177	246	206	181	125	10	2364	50%
Grand Total	131	16	553	447	454	356	261	199	283	397	485	450	383	264	24	4703	100%

43) When VRE holds public hearings to discuss proposed fare changes or adjustments to the ticket discount structure, at which time would you prefer they be scheduled? (Please circle only one answer)

a) Weekday evenings

c) Saturday mornings

b) Weekdays during the lunch hour

Count	TRAIN																
Q43	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	
A	51	7	200	186	191	152	109	92	106	165	218	202	189	124	12	2004	
B	12		38	39	23	37	20	14	42	44	64	57	43	36	2	471	
C	44	5	185	140	135	118	93	64	67	98	119	104	107	60	8	1347	
Grand Total	107	12	423	365	349	307	222	170	215	307	401	363	339	220	22	3822	

THE FOLLOWING INFORMATION WILL BE USED FOR STATISTICAL PURPOSES ONLY.

44) Your gender:

a) Male

b) Female

Count	TRAIN																
Q44	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	75	10	378	292	295	225	133	121	203	290	313	286	232	148	18	3019	63%
B	60	9	183	163	168	147	128	83	85	115	176	184	174	128	8	1811	37%
Grand Total	135	19	561	455	463	372	261	204	288	405	489	470	406	276	26	4830	100%

45) Your age:

a) Under 18

d) 35-44

g) 65+

b) 18-24

e) 45-54

c) 25-34

f) 55-64

Count	TRAIN																
Q45	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	1	2			3	2			3	1		1			1	14	0%
B	7		6	6	12	9	13	9	3	8	8	10	12	5		108	2%
C	23	4	44	42	44	53	49	49	18	22	52	72	74	58	4	608	13%
D	39	3	136	129	124	119	83	64	66	122	118	132	132	83	9	1359	28%
E	42	9	239	187	186	127	73	46	110	141	174	163	112	83	5	1697	35%
F	22		130	84	92	54	41	32	76	108	120	78	68	41	4	950	20%
G		2	8	9	5	11	5	5	17	5	16	8	7	6	2	106	2%
Grand Total	134	20	563	457	466	375	264	205	293	407	488	464	405	276	25	4842	100%

46) Which best represents your annual household income?

a) Under \$25,000

d) \$75,000 - 99,999

g) \$150,000 -174,999

b) \$25,000 - 49,999

e) \$100,000 -124,999

h) \$175,000+

c) \$50,000 - 74,999

f) \$125,000 – 149,999

Count	TRAIN																
Q46	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	1	2	5	4	1	4	5	6	2	2	1	6	2	3	1	45	1%
B	7	3	24	27	32	18	14	12	6	12	9	17	18	12	1	212	5%
C	17	2	71	55	64	47	31	34	32	20	29	47	53	33	3	538	12%
D	35	4	102	94	86	84	72	43	49	83	72	79	72	60	4	939	21%
E	32	4	158	114	102	87	57	49	71	98	120	106	81	68	6	1153	25%
F	17	2	82	73	65	55	40	23	51	62	89	70	64	41	6	740	16%
G	11	1	41	42	42	28	16	16	22	44	57	50	34	24	1	429	9%
H	9	2	46	27	52	30	21	11	37	54	80	52	52	26	3	502	11%
Grand Total	129	20	529	436	444	353	256	194	270	375	457	427	376	267	25	4558	100%

47) 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																
Q47	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	69	11	341	262	267	192	141	103	177	227	272	244	218	156	10	2690	56%
B	19	3	93	76	76	80	52	45	44	57	90	83	86	50	3	857	18%
C	32	1	89	74	71	64	48	28	37	71	88	94	71	50	5	823	17%
D	9	1	22	31	25	26	16	15	21	32	26	30	15	15	6	290	6%
E	3		9	6	8	2	3	6	4	11	5	10	2	4	1	74	2%
F	1	1	2	4	8	3		1	4	3	4	3	5			39	1%
Grand Total	133	17	556	453	455	367	260	198	287	401	485	464	397	275	25	4773	100%

48) Do you:

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

Count	TRAIN																
Q48	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	117	14	501	409	420	334	228	179	275	370	449	417	352	242	24	4331	91%
B	15	4	52	39	35	38	31	23	17	30	34	47	45	32	2	444	9%
Grand Total	132	18	553	448	455	372	259	202	292	400	483	464	397	274	26	4775	100%

49) Please circle all that apply.

- a) I have a disability that requires me to use VRE's wheelchair lifts.
 b) I travel on the train with a service animal.
 c) I utilize visual displays due to a hearing impairment.

Count	TRAIN																
Q49	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	
A	2	1	5	4	3	1			1	3	3	5	2			30	
B				2	2				1			3	1			9	
C	1	1	9	5	4	5		1	1	1	5	3	1			37	
Grand Total	3	2	14	11	9	6	0	1	3	4	8	11	4	0	0	76	

50) 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																
Q50	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	94	15	386	327	325	256	194	137	224	335	383	353	296	192	19	3536	80%
B	22	1	82	58	55	44	31	27	12	14	30	21	27	18	3	445	10%
C			8	4	8	16	6	7	14	15	15	18	17	23	1	152	3%
D	2		20	14	15	11	9	12	8	3	12	15	10	9		140	3%
E	1		7	5	3	2		1	5	2	3	3	2	2		36	1%
F	4		2	2	5	4	5	1		2	1	5	9	2		42	1%
G	3		11	5	8	4	3	1	5	7	5	9	10	4		75	2%
Grand Total	126	16	516	415	419	337	248	186	268	378	449	424	371	250	23	4426	100%

51) Marital status:

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

Count	TRAIN																
Q51	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total	%
A	95	13	439	358	359	293	186	141	240	346	402	367	308	201	23	3771	81%
B	18	5	60	47	58	37	49	37	28	22	40	54	59	40	1	555	12%
C	15	1	43	41	26	29	26	17	14	20	32	36	30	26	2	358	8%
Grand Total	128	19	542	446	443	359	261	195	282	388	474	457	397	267	26	4684	100%

Miscellaneous Comments:

- 1 - Survey too long
- 2 - Poor survey design
- 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
- 26 - Security on train
- 40 - Station parking comments
- 41 - Station signage
- 42 - Station announcements
- 43 - Platform comments
- 44 - Station security
- 45 - Station cleanliness
- 46 - Smoking at stations
- 47 - Comments about counties (Spotsylvania, Caroline, Fauquier) not participating
- 48 - Station restrooms
- 49 - Station vending machines
- 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 - "VRE Update" comments
- 68 - Customer service complaints
- 70 - FRC Comments
- 96 - Train too expensive
- 97 - Amtrak/CSX comments
- 98 - Positive comments
- 99 - Other comments

Comment #	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
1	1				1		1		1		3		2	2		11
2	1		6	7	7	3	1	1	2	1	9	3	7	3		51
10	3	2	32	33	21	13	8	12	7	12	20	15	10	5	2	195
11	9	1	76	35	47	44	21	17	4	10	9	9	13	5		300
12	10	5	77	50	39	31	23	20	31	37	46	46	37	38	1	491
13	4	1	17	47	29	10	10	13	18	24	25	25	19	14	1	257
14			9	7	3	2				4		4	5	2		36
15		1	1		2	3	4	2	1	1	5	3	4	1		28
16	2		22	21	12	13	9	8	8	16	11	14	20	9		165
17			5	1	2	2	3	3		1	1	2	2			22
18	1		8	10	5	1	2	4	1	4	3	2	14	5		60
19	2		13	15	21	10	6	6	12	10	15	7	11	5		133
20			1		1		1				1	2	2	2		10
21	3		17	6	13	6	3	4	3	6	12	12	10	3		98
22		1	7		2	4		2	2	3	2	1	2	3		29
23	2		1	2		1	1			1		7	2	5		22
24			1	1	2		2		4	8	3	1	3	2		27
25			1													1
26			2	5	6	2	2		1	2	2	3	2			27
40	10	3	23	12	18	21	16	27	10	28	36	25	33	36	2	300
41					1	1	1	1	2		2		1	2		11
42			3	4	4	3	3	1	1	3	4	2	2			30
43			4	1	1	3			1	4	3	1	7	5		30
44		1	2		1			1	1			1		2		9
45			1			1	1				1	1				5
46			1	2	2	2			2			1	1			11
47	4		9	6	8	8	5	7		2				2		51
48			1			2	1									4
49			3	1	2	3	1					2	2	1		15
60		3	7	6	10	7	3	4	4	4	7	5	8	2		70
61			1	1	2	5		4	2	7		2				24
62			1		1		1						1			4
63	2	1	9	2	3		5	1	3	4	5	2	5	3		45
64	1		4	2	4	2	3	3	6	8	5	9	7	3		57
65				1	1						1		2			5
66			2	2		2	1	1	2	3	5	8	4	1		31
67		1		1			1	1			2		2			8
68	3	1	7	8	1		2	2	3	2	4	4	1	3	2	43
70	1		18	15	18	6	1	5	5	9	13	8	9	2	1	111
96	13	2	39	24	29	18	11	13	11	15	20	17	19	8		239
97	6	3	12	12	9	16	6	4		5	3	4	1	1		82
98	11	4	55	28	54	34	24	29	37	49	64	48	46	41	1	525
99	4		11	6	3	5	2	2	3	3	6	6	4	2	1	58
Grand Total	93	30	509	374	385	284	185	198	188	286	348	302	320	218	11	3731

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
Timeliness Of Website Information	A	B	C	D	F	N/A
Quality of Website	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

THANK YOU for your help!

Customer Service: Responsiveness of VRE Staff

Count	TRAIN															Grand Total
G1	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	4105
A	42	9	157	129	154	123	84	64	130	157	215	168	162	125	9	1728
B	56	3	214	157	158	141	85	83	89	145	182	169	134	97	7	1720
C	14	4	78	80	64	35	40	23	22	36	36	48	27	16	1	524
D	6	1	21	14	13	5	1	3	6	5	7	4	4	2		92
F	4		14	4	3	1	1	1	1	3	2	1	3	3		41
Grand Total	122	17	484	384	392	305	211	174	248	346	442	390	330	243	17	4105

Percent	TRAIN															Grand Total
G1	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	100%
A	34%	53%	32%	34%	39%	40%	40%	37%	52%	45%	49%	43%	49%	51%	53%	42%
B	46%	18%	44%	41%	40%	46%	40%	48%	36%	42%	41%	43%	41%	40%	41%	42%
C	11%	24%	16%	21%	16%	11%	19%	13%	9%	10%	8%	12%	8%	7%	6%	13%
D	5%	6%	4%	4%	3%	2%	0%	2%	2%	1%	2%	1%	1%	1%	0%	2%
F	3%	0%	3%	1%	1%	0%	0%	1%	0%	1%	0%	0%	1%	1%	0%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Friendliness of VRE Staff

Count	TRAIN															Grand Total
G2	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	4231
A	50	10	193	155	168	133	93	69	129	163	209	165	151	118	11	1817
B	52	2	212	154	162	141	94	80	85	149	184	180	151	101	7	1754
C	15	4	71	74	68	37	31	23	28	38	45	59	34	22	1	550
D	6		19	12	8	3	6	2	4	4	5	10	6	7		92
F	2	1	5		1			3	1		1	1	3			18
Grand Total	125	17	500	395	407	314	224	177	247	354	444	415	345	248	19	4231

Percent	TRAIN															Grand Total
G2	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	100%
A	40%	59%	39%	39%	41%	42%	42%	39%	52%	46%	47%	40%	44%	48%	58%	43%
B	42%	12%	42%	39%	40%	45%	42%	45%	34%	42%	41%	43%	44%	41%	37%	41%
C	12%	24%	14%	19%	17%	12%	14%	13%	11%	11%	10%	14%	10%	9%	5%	13%
D	5%	0%	4%	3%	2%	1%	3%	1%	2%	1%	1%	2%	2%	3%	0%	2%
F	2%	6%	1%	0%	0%	0%	0%	2%	0%	0%	0%	0%	1%	0%	0%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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	3999
A	24	2	69	49	73	55	33	31	73	90	111	108	76	62	2	858
B	36	7	160	132	117	118	73	53	93	140	170	153	118	89	8	1467
C	35	4	161	113	123	77	62	56	43	84	96	87	91	55	2	1089
D	15	1	67	68	57	40	27	17	19	20	29	33	22	16	3	434
F	6		31	22	24	14	14	8	2	7	5	8	5	5		151
Grand Total	116	14	488	384	394	304	209	165	230	341	411	389	312	227	15	3999

Percent	TRAIN															Grand Total
G3	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	100%
A	21%	14%	14%	13%	19%	18%	16%	19%	32%	26%	27%	28%	24%	27%	13%	21%
B	31%	50%	33%	34%	30%	39%	35%	32%	40%	41%	41%	39%	38%	39%	53%	37%
C	30%	29%	33%	29%	31%	25%	30%	34%	19%	25%	23%	22%	29%	24%	13%	27%
D	13%	7%	14%	18%	14%	13%	13%	10%	8%	6%	7%	8%	7%	7%	20%	11%
F	5%	0%	6%	6%	6%	5%	7%	5%	1%	2%	1%	2%	2%	2%	0%	4%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Lost and Found Department

Count	TRAIN															Grand Total
G4	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	2141
A	24	3	91	65	84	70	52	42	69	70	95	92	74	57	3	891
B	20	5	82	67	59	44	32	30	47	57	73	62	48	31	2	659
C	10		43	37	48	21	21	26	16	28	43	28	33	23	3	380
D	5		14	19	18	7	9	7	4	8	13	9	9	13	1	136
F	1	2	8	6	8	1	7	4	1	8	7	9	3	9	1	75
Grand Total	60	10	238	194	217	143	121	109	137	171	231	200	167	133	10	2141

Percent	TRAIN															Grand Total
G4	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	100%
A	40%	30%	38%	34%	39%	49%	43%	39%	50%	41%	41%	46%	44%	43%	30%	42%
B	33%	50%	34%	35%	27%	31%	26%	28%	34%	33%	32%	31%	29%	23%	20%	31%
C	17%	0%	18%	19%	22%	15%	17%	24%	12%	16%	19%	14%	20%	17%	30%	18%
D	8%	0%	6%	10%	8%	5%	7%	6%	3%	5%	6%	5%	5%	10%	10%	6%
F	2%	20%	3%	3%	4%	1%	6%	4%	1%	5%	3%	5%	2%	7%	10%	4%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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	2376
A	12	2	64	36	52	40	28	24	38	46	64	62	50	29	547	
B	23	4	98	73	71	71	42	36	55	81	103	78	63	51	4	853
C	19	3	92	72	73	48	29	29	32	50	59	52	44	23	3	628
D	5	1	34	25	28	12	15	8	14	21	16	24	11	10	2	226
F	2	1	32	13	14	7	8	4	9	5	10	7	4	5	1	122
Grand Total	61	11	320	219	238	178	122	101	148	203	252	223	172	118	10	2376

Percent	TRAIN															Grand Total
G5	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	100%
A	20%	18%	20%	16%	22%	22%	23%	24%	26%	23%	25%	28%	29%	25%	0%	23%
B	38%	36%	31%	33%	30%	40%	34%	36%	37%	40%	41%	35%	37%	43%	40%	36%
C	31%	27%	29%	33%	31%	27%	24%	29%	22%	25%	23%	23%	26%	19%	30%	26%
D	8%	9%	11%	11%	12%	7%	12%	8%	9%	10%	6%	11%	6%	8%	20%	10%
F	3%	9%	10%	6%	6%	4%	7%	4%	6%	2%	4%	3%	2%	4%	10%	5%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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	2417
A	13	2	74	45	57	41	40	24	41	58	83	64	58	33	2	635
B	22	4	109	65	80	71	41	40	50	83	90	102	75	53	3	888
C	20	4	74	82	65	50	28	30	39	53	61	37	31	26	4	604
D	3		38	22	22	13	8	6	11	11	12	16	7	6	2	177
F	3		29	10	17	5	5	2	8	5	8	8	7	6		113
Grand Total	61	10	324	224	241	180	122	102	149	210	254	227	178	124	11	2417

Percent	TRAIN															Grand Total
G6	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	100%
A	21%	20%	23%	20%	24%	23%	33%	24%	28%	28%	33%	28%	33%	27%	18%	26%
B	36%	40%	34%	29%	33%	39%	34%	39%	34%	40%	35%	45%	42%	43%	27%	37%
C	33%	40%	23%	37%	27%	28%	23%	29%	26%	25%	24%	16%	17%	21%	36%	25%
D	5%	0%	12%	10%	9%	7%	7%	6%	7%	5%	5%	7%	4%	5%	18%	7%
F	5%	0%	9%	4%	7%	3%	4%	2%	5%	2%	3%	4%	4%	5%	0%	5%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Timeliness of Website Information

Count	TRAIN															
G7	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	27	4	84	67	78	69	47	35	62	73	113	104	87	65	6	921
B	44	7	186	143	156	121	88	74	102	147	166	162	131	99	8	1634
C	23	2	125	108	92	69	37	35	45	72	86	65	50	40	1	850
D	9		24	31	24	15	16	7	7	15	14	13	12	9	1	197
F			13	4	4	3	1	1		2	4	7	2	2		43
Grand Total	103	13	432	353	354	277	189	152	216	309	383	351	282	215	16	3645

Percent	TRAIN															
G7	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	26%	31%	19%	19%	22%	25%	25%	23%	29%	24%	30%	30%	31%	30%	38%	25%
B	43%	54%	43%	41%	44%	44%	47%	49%	47%	48%	43%	46%	46%	46%	50%	45%
C	22%	15%	29%	31%	26%	25%	20%	23%	21%	23%	22%	19%	18%	19%	6%	23%
D	9%	0%	6%	9%	7%	5%	8%	5%	3%	5%	4%	4%	4%	4%	6%	5%
F	0%	0%	3%	1%	1%	1%	1%	1%	0%	1%	1%	2%	1%	1%	0%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Quality of Website

Count	TRAIN															
G8	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	32	1	113	95	95	80	61	45	87	102	147	128	111	70	5	1172
B	50	10	218	172	180	150	97	77	97	166	179	181	149	118	10	1854
C	23	2	113	97	85	54	40	30	45	52	72	63	49	39	1	765
D	7		13	11	6	7	3	2	3	8	3	7	6	3		79
F			3		1		1			2		2	1			10
Grand Total	112	13	460	375	367	291	202	154	232	330	401	381	316	230	16	3880

Percent	TRAIN															
G8	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	29%	8%	25%	25%	26%	27%	30%	29%	38%	31%	37%	34%	35%	30%	31%	30%
B	45%	77%	47%	46%	49%	52%	48%	50%	42%	50%	45%	48%	47%	51%	63%	48%
C	21%	15%	25%	26%	23%	19%	20%	19%	19%	16%	18%	17%	16%	17%	6%	20%
D	6%	0%	3%	3%	2%	2%	1%	1%	1%	2%	1%	2%	2%	1%	0%	2%
F	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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	3071
A	18	3	79	65	64	40	43	31	52	74	116	105	74	44	2	810
B	43	6	159	114	117	116	67	47	82	118	129	119	89	69	4	1279
C	17	1	110	98	80	56	36	32	42	55	70	69	44	29	4	743
D	5		28	24	33	9	9	3	8	24	15	11	9	9		187
F	1		10	5	3	3	3	2	2	6	8	3	2	4		52
Grand Total	84	10	386	306	297	224	158	115	186	277	338	307	218	155	10	3071

Percent	TRAIN															Grand Total
G9	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	100%
A	21%	30%	20%	21%	22%	18%	27%	27%	28%	27%	34%	34%	34%	28%	20%	26%
B	51%	60%	41%	37%	39%	52%	42%	41%	44%	43%	38%	39%	41%	45%	40%	42%
C	20%	10%	28%	32%	27%	25%	23%	28%	23%	20%	21%	22%	20%	19%	40%	24%
D	6%	0%	7%	8%	11%	4%	6%	3%	4%	9%	4%	4%	4%	6%	0%	6%
F	1%	0%	3%	2%	1%	1%	2%	2%	1%	2%	2%	1%	1%	3%	0%	2%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Quality of Train Talk

Count	TRAIN															Grand Total
G10	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	3157
A	14	3	69	62	65	45	45	28	51	74	104	92	70	46	1	769
B	48	6	180	126	122	113	67	50	91	123	145	137	95	78	6	1387
C	17	1	116	105	91	59	42	35	49	73	80	70	49	31	3	821
D	6		25	21	20	9	6	6	6	11	9	18	10	8		155
F			4	5	3	2	1		1	2	3	2	1	1		25
Grand Total	85	10	394	319	301	228	161	119	198	283	341	319	225	164	10	3157

G10	TRAIN															Grand Total
A	16%	30%	18%	19%	22%	20%	28%	24%	26%	26%	30%	29%	31%	28%	10%	24%
B	56%	60%	46%	39%	41%	50%	42%	42%	46%	43%	43%	43%	42%	48%	60%	44%
C	20%	10%	29%	33%	30%	26%	26%	29%	25%	26%	23%	22%	22%	19%	30%	26%
D	7%	0%	6%	7%	7%	4%	4%	5%	3%	4%	3%	6%	4%	5%	0%	5%
F	0%	0%	1%	2%	1%	1%	1%	0%	1%	1%	1%	1%	0%	1%	0%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Overall Communication With Passengers

Count	TRAIN															Grand Total
G11	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	
A	24	4	78	58	76	58	40	32	69	79	129	107	90	67	4	915
B	51	7	197	149	150	163	103	81	120	177	209	207	160	123	7	1904
C	33	7	145	130	120	62	55	39	48	72	76	82	69	40	3	981
D	6		48	37	31	22	12	9	5	11	12	15	8	6		222
F	1		15	9	7	4	2	2		3	2	2	2	1		50
Grand Total	115	18	483	383	384	309	212	163	242	342	428	413	329	237	14	4072

Percent	TRAIN															Grand Total
G11	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	
A	21%	22%	16%	15%	20%	19%	19%	20%	29%	23%	30%	26%	27%	28%	29%	22%
B	44%	39%	41%	39%	39%	53%	49%	50%	50%	52%	49%	50%	49%	52%	50%	47%
C	29%	39%	30%	34%	31%	20%	26%	24%	20%	21%	18%	20%	21%	17%	21%	24%
D	5%	0%	10%	10%	8%	7%	6%	6%	2%	3%	3%	4%	2%	3%	0%	5%
F	1%	0%	3%	2%	2%	1%	1%	1%	0%	1%	0%	0%	1%	0%	0%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Train Crew Members:
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	
A	47	10	211	144	168	137	96	81	146	199	250	209	184	135	10	2027
B	48	4	184	157	147	123	82	64	84	121	140	144	107	92	6	1503
C	16		55	58	57	27	22	22	11	20	23	28	24	6		369
D	3		14	10	9	5	2	2	1		4	4	4	4	1	63
F			1	1	2	1	1	1						2		9
Grand Total	114	14	465	370	383	293	203	170	242	340	417	385	319	239	17	3971

Percent	TRAIN															Grand Total
G12	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	
A	41%	71%	45%	39%	44%	47%	47%	48%	60%	59%	60%	54%	58%	56%	59%	51%
B	42%	29%	40%	42%	38%	42%	40%	38%	35%	36%	34%	37%	34%	38%	35%	38%
C	14%	0%	12%	16%	15%	9%	11%	13%	5%	6%	6%	7%	8%	3%	0%	9%
D	3%	0%	3%	3%	2%	2%	1%	1%	0%	0%	1%	1%	1%	2%	6%	2%
F	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Are Helpful

Count	TRAIN																Grand Total	
G13	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334			Grand Total
A	50	10	208	159	172	159	105	81	157	195	253	208	194	136	11			2098
B	54	5	197	153	170	136	87	78	79	127	157	163	124	94	6			1630
C	14	2	74	74	50	15	28	14	16	28	26	38	23	15				417
D	5	1	17	8	8	7	2	2	2	6	5	5	4	2	1			75
F	1		6	3	2		1	4					5	4				26
Grand Total	124	18	502	397	402	317	223	179	254	356	441	414	350	251	18			4246

Percent	TRAIN																Grand Total	
G13	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334			Grand Total
A	40%	56%	41%	40%	43%	50%	47%	45%	62%	55%	57%	50%	55%	54%	61%			49%
B	44%	28%	39%	39%	42%	43%	39%	44%	31%	36%	36%	39%	35%	37%	33%			38%
C	11%	11%	15%	19%	12%	5%	13%	8%	6%	8%	6%	9%	7%	6%	0%			10%
D	4%	6%	3%	2%	2%	2%	1%	1%	1%	2%	1%	1%	1%	1%	6%			2%
F	1%	0%	1%	1%	0%	0%	0%	2%	0%	0%	0%	0%	1%	2%	0%			1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Are Courteous

Count	TRAIN																Grand Total	
G14	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334			Grand Total
A	49	8	231	170	170	156	108	82	154	189	240	204	189	134	11			2095
B	55	8	162	150	172	136	82	67	73	133	161	162	125	86	7			1579
C	10	1	85	67	60	22	28	24	22	31	32	44	25	23				474
D	7	1	21	14	8	3	8	2	5	8	8	11	7	8	1			112
F	2		8	2	2	1	1	4		1		1	4	1				27
Grand Total	123	18	507	403	412	318	227	179	254	362	441	422	350	252	19			4287

Percent	TRAIN																Grand Total	
G14	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334			Grand Total
A	40%	44%	46%	42%	41%	49%	48%	46%	61%	52%	54%	48%	54%	53%	58%			49%
B	45%	44%	32%	37%	42%	43%	36%	37%	29%	37%	37%	38%	36%	34%	37%			37%
C	8%	6%	17%	17%	15%	7%	12%	13%	9%	9%	7%	10%	7%	9%	0%			11%
D	6%	6%	4%	3%	2%	1%	4%	1%	2%	2%	2%	3%	2%	3%	5%			3%
F	2%	0%	2%	0%	0%	0%	0%	2%	0%	0%	0%	0%	1%	0%	0%			1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Make Regular Station Announcements

Count	TRAIN															
G15	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	48	7	181	108	138	135	88	74	141	161	223	172	152	120	10	1758
B	54	7	174	142	160	127	80	65	80	138	168	149	117	80	6	1547
C	16	4	101	103	84	41	45	32	22	49	37	78	62	38	1	713
D	5		38	38	22	13	9	5	6	10	12	21	13	9	1	202
F	1		14	11	3	1	3	3	3	3	4	3	8	4		61
Grand Total	124	18	508	402	407	317	225	179	252	361	444	423	352	251	18	4281

Percent	TRAIN															
G15	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	39%	39%	36%	27%	34%	43%	39%	41%	56%	45%	50%	41%	43%	48%	56%	41%
B	44%	39%	34%	35%	39%	40%	36%	36%	32%	38%	38%	35%	33%	32%	33%	36%
C	13%	22%	20%	26%	21%	13%	20%	18%	9%	14%	8%	18%	18%	15%	6%	17%
D	4%	0%	7%	9%	5%	4%	4%	3%	2%	3%	3%	5%	4%	4%	6%	5%
F	1%	0%	3%	3%	1%	0%	1%	2%	1%	1%	1%	1%	2%	2%	0%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Make Timely Delay Announcements

Count	TRAIN															
G16	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	36	6	147	90	103	107	68	50	124	136	171	144	134	97	9	1422
B	44	10	158	124	136	118	72	65	89	144	168	141	129	93	5	1496
C	24	1	104	99	93	60	48	44	31	63	71	93	60	38	2	831
D	15		61	58	60	23	31	16	3	11	29	33	16	19	1	376
F	5	1	37	27	15	11	6	5	4	6	2	7	9	2		137
Grand Total	124	18	507	398	407	319	225	180	251	360	441	418	348	249	17	4262

Percent	TRAIN															
G16	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	29%	33%	29%	23%	25%	34%	30%	28%	49%	38%	39%	34%	39%	39%	53%	33%
B	35%	56%	31%	31%	33%	37%	32%	36%	35%	40%	38%	34%	37%	37%	29%	35%
C	19%	6%	21%	25%	23%	19%	21%	24%	12%	18%	16%	22%	17%	15%	12%	19%
D	12%	0%	12%	15%	15%	7%	14%	9%	1%	3%	7%	8%	5%	8%	6%	9%
F	4%	6%	7%	7%	4%	3%	3%	3%	2%	2%	0%	2%	3%	1%	0%	3%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Check Tickets Regularly

Count	TRAIN															Grand Total
G17	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	4276
A	42	6	150	101	111	113	78	68	130	162	195	154	158	127	10	1605
B	51	9	183	138	155	132	94	67	101	146	161	155	126	90	6	1614
C	18	1	118	97	94	49	41	31	18	39	70	77	51	27	1	732
D	10	2	43	38	32	12	8	6	1	8	10	30	12	6	1	219
F	4		17	26	18	9	5	3	2	4	6	5	5	2		106
Grand Total	125	18	511	400	410	315	226	175	252	359	442	421	352	252	18	4276

Percent	TRAIN															Grand Total
G17	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	100%
A	34%	33%	29%	25%	27%	36%	35%	39%	52%	45%	44%	37%	45%	50%	56%	38%
B	41%	50%	36%	35%	38%	42%	42%	38%	40%	41%	36%	37%	36%	36%	33%	38%
C	14%	6%	23%	24%	23%	16%	18%	18%	7%	11%	16%	18%	14%	11%	6%	17%
D	8%	11%	8%	10%	8%	4%	4%	3%	0%	2%	2%	7%	3%	2%	6%	5%
F	3%	0%	3%	7%	4%	3%	2%	2%	1%	1%	1%	1%	1%	1%	0%	2%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Present A Professional Appearance

Count	TRAIN															Grand Total
G18	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	4286
A	55	10	248	170	182	158	115	85	158	221	277	228	220	155	12	2294
B	53	7	210	166	176	133	86	74	85	125	138	151	113	81	5	1603
C	14	1	45	57	46	25	22	19	10	13	23	36	17	12		340
D	1		3	8	5	2	2	1		1	3	5	1	1	1	34
F	1		2	1	2			1	1	1			4	2		15
Grand Total	124	18	508	402	411	318	225	180	254	361	441	420	355	251	18	4286

Percent	TRAIN															Grand Total
G18	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	100%
A	44%	56%	49%	42%	44%	50%	51%	47%	62%	61%	63%	54%	62%	62%	67%	54%
B	43%	39%	41%	41%	43%	42%	38%	41%	33%	35%	31%	36%	32%	32%	28%	37%
C	11%	6%	9%	14%	11%	8%	10%	11%	4%	4%	5%	9%	5%	5%	0%	8%
D	1%	0%	1%	2%	1%	1%	1%	1%	0%	0%	1%	1%	0%	0%	6%	1%
F	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	1%	0%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Overall Crew Performance

Count	TRAIN															Grand Total
G19	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	4277
A	48	9	178	127	139	132	90	74	145	182	233	190	176	124	10	1857
B	54	7	217	176	201	151	101	83	96	154	180	181	136	102	7	1846
C	14	2	90	78	65	31	29	20	11	21	26	43	29	18		477
D	5		18	14	6	4	5	4	2	6	3	7	6	4	1	85
F	1		4	2	1			1					2	1		12
Grand Total	122	18	507	397	412	318	225	182	254	363	442	421	349	249	18	4277

Percent	TRAIN															Grand Total
G19	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	4277
A	39%	50%	35%	32%	34%	42%	40%	41%	57%	50%	53%	45%	50%	50%	56%	43%
B	44%	39%	43%	44%	49%	47%	45%	46%	38%	42%	41%	43%	39%	41%	39%	43%
C	11%	11%	18%	20%	16%	10%	13%	11%	4%	6%	6%	10%	8%	7%	0%	11%
D	4%	0%	4%	4%	1%	1%	2%	2%	1%	2%	1%	2%	2%	2%	6%	2%
F	1%	0%	1%	1%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**VRE Operations:
Convenience of Schedules**

Count	TRAIN															Grand Total
G20	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	4279
A	18	3	79	68	81	64	48	33	47	83	103	84	78	46	4	839
B	53	8	196	171	179	141	82	69	113	161	209	195	143	102	11	1833
C	32	6	157	113	90	72	67	59	62	85	93	102	90	60	1	1089
D	13	2	62	42	43	31	26	13	23	29	36	27	38	36	3	424
F	4		12	10	9	10	4	5	7	5	5	10	6	7		94
Grand Total	120	19	506	404	402	318	227	179	252	363	446	418	355	251	19	4279

Percent	TRAIN															Grand Total
G20	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	4279
A	15%	16%	16%	17%	20%	20%	21%	18%	19%	23%	23%	20%	22%	18%	21%	20%
B	44%	42%	39%	42%	45%	44%	36%	39%	45%	44%	47%	47%	40%	41%	58%	43%
C	27%	32%	31%	28%	22%	23%	30%	33%	25%	23%	21%	24%	25%	24%	5%	25%
D	11%	11%	12%	10%	11%	10%	11%	7%	9%	8%	8%	6%	11%	14%	16%	10%
F	3%	0%	2%	2%	2%	3%	2%	3%	3%	1%	1%	2%	2%	3%	0%	2%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

On-Time Performance

Count	TRAIN															
G21	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	7	4	26	20	28	23	15	20	66	84	126	92	85	73	6	675
B	40	11	123	128	141	106	81	71	136	197	226	240	200	122	12	1834
C	44	2	168	120	126	100	85	62	42	65	74	66	55	43	1	1053
D	24	2	129	102	84	65	33	24	8	13	13	15	14	13		539
F	8		66	35	33	25	14	6	2	4	5	4	3	1		206
Grand Total	123	19	512	405	412	319	228	183	254	363	444	417	357	252	19	4307

Percent	TRAIN															
G21	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	6%	21%	5%	5%	7%	7%	7%	11%	26%	23%	28%	22%	24%	29%	32%	16%
B	33%	58%	24%	32%	34%	33%	36%	39%	54%	54%	51%	58%	56%	48%	63%	43%
C	36%	11%	33%	30%	31%	31%	37%	34%	17%	18%	17%	16%	15%	17%	5%	24%
D	20%	11%	25%	25%	20%	20%	14%	13%	3%	4%	3%	4%	4%	5%	0%	13%
F	7%	0%	13%	9%	8%	8%	6%	3%	1%	1%	1%	1%	1%	0%	0%	5%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Cleanliness of Trains

Count	TRAIN															
G22	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	32	4	138	108	110	102	64	61	100	157	211	166	156	100	9	1518
B	55	14	227	183	203	151	105	74	104	165	202	189	153	103	6	1934
C	25	1	111	87	69	51	48	38	40	34	28	53	35	32	4	656
D	9		27	26	27	16	10	7	8	7	6	12	10	8		173
F	2		8	2	4	2	2	2	3			1	2	7		35
Grand Total	123	19	511	406	413	322	229	182	255	363	447	421	356	250	19	4316

Percent	TRAIN															
G22	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	26%	21%	27%	27%	27%	32%	28%	34%	39%	43%	47%	39%	44%	40%	47%	35%
B	45%	74%	44%	45%	49%	47%	46%	41%	41%	45%	45%	45%	43%	41%	32%	45%
C	20%	5%	22%	21%	17%	16%	21%	21%	16%	9%	6%	13%	10%	13%	21%	15%
D	7%	0%	5%	6%	7%	5%	4%	4%	3%	2%	1%	3%	3%	3%	0%	4%
F	2%	0%	2%	0%	1%	1%	1%	1%	1%	0%	0%	0%	1%	3%	0%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Cleanliness of Stations

Count	TRAIN															
G23	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	22	3	124	85	110	87	67	54	103	159	205	177	161	99	9	1465
B	50	9	220	206	189	161	105	76	112	167	198	178	153	113	8	1945
C	36	5	123	91	83	56	41	41	36	32	42	47	36	29	1	699
D	10	2	32	19	20	11	12	7	2	4	1	10	4	9		143
F	2		6	2	3	5	4	3	2		1	2	1	1		32
Grand Total	120	19	505	403	405	320	229	181	255	362	447	414	355	251	18	4284

Percent	TRAIN															
G23	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	18%	16%	25%	21%	27%	27%	29%	30%	40%	44%	46%	43%	45%	39%	50%	34%
B	42%	47%	44%	51%	47%	50%	46%	42%	44%	46%	44%	43%	43%	45%	44%	45%
C	30%	26%	24%	23%	20%	18%	18%	23%	14%	9%	9%	11%	10%	12%	6%	16%
D	8%	11%	6%	5%	5%	3%	5%	4%	1%	1%	0%	2%	1%	4%	0%	3%
F	2%	0%	1%	0%	1%	2%	2%	2%	1%	0%	0%	0%	0%	0%	0%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Communications Between VRE Staff and Riders

Count	TRAIN															
G24	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	22	6	86	73	88	73	46	41	77	101	151	102	104	83	7	1060
B	52	8	195	153	149	154	89	74	111	175	199	204	169	111	8	1851
C	35	3	141	115	117	60	64	43	41	57	62	80	55	34	1	908
D	9	1	60	34	29	21	21	9	9	12	16	14	12	12		259
F	3		15	10	8	3	2	3	2	3		3	2	1		55
Grand Total	121	18	497	385	391	311	222	170	240	348	428	403	342	241	16	4133

Percent	TRAIN															
G24	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	18%	33%	17%	19%	23%	23%	21%	24%	32%	29%	35%	25%	30%	34%	44%	26%
B	43%	44%	39%	40%	38%	50%	40%	44%	46%	50%	46%	51%	49%	46%	50%	45%
C	29%	17%	28%	30%	30%	19%	29%	25%	17%	16%	14%	20%	16%	14%	6%	22%
D	7%	6%	12%	9%	7%	7%	9%	5%	4%	3%	4%	3%	4%	5%	0%	6%
F	2%	0%	3%	3%	2%	1%	1%	2%	1%	1%	0%	1%	1%	0%	0%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Automated Phone System (684-0400/ 800 RIDE VRE)

Count	TRAIN															Grand Total
G25	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	
A	6	1	37	18	27	25	14	18	24	28	47	30	37	31	2	345
B	18	7	74	40	58	53	30	21	31	47	65	61	50	42	4	601
C	16		68	59	48	36	36	25	34	32	40	49	34	31	4	512
D	8	2	23	19	19	14	12	11	7	14	5	8	12	12		166
F			17	6	9	7	7	4	1	8		5	2	1		67
Grand Total	48	10	219	142	161	135	99	79	97	129	157	153	135	117	10	1691

Percent	TRAIN															Grand Total
G25	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	
A	13%	10%	17%	13%	17%	19%	14%	23%	25%	22%	30%	20%	27%	26%	20%	20%
B	38%	70%	34%	28%	36%	39%	30%	27%	32%	36%	41%	40%	37%	36%	40%	36%
C	33%	0%	31%	42%	30%	27%	36%	32%	35%	25%	25%	32%	25%	26%	40%	30%
D	17%	20%	11%	13%	12%	10%	12%	14%	7%	11%	3%	5%	9%	10%	0%	10%
F	0%	0%	8%	4%	6%	5%	7%	5%	1%	6%	0%	3%	1%	1%	0%	4%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Reliability of Ticket Vending Machines

Count	TRAIN															Grand Total
G26	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	
A	7	3	47	27	32	26	19	18	24	30	38	35	30	22	5	363
B	28	5	128	108	105	93	52	53	67	84	106	95	78	60	6	1068
C	35	5	159	116	125	97	86	48	78	134	137	134	116	80	6	1356
D	26	4	62	68	76	54	37	37	40	57	80	75	79	53	1	749
F	6	2	29	22	28	18	10	8	11	21	24	22	25	18		244
Grand Total	102	19	425	341	366	288	204	164	220	326	385	361	328	233	18	3780

Percent	TRAIN															Grand Total
G26	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	
A	7%	16%	11%	8%	9%	9%	9%	11%	11%	9%	10%	10%	9%	9%	28%	10%
B	27%	26%	30%	32%	29%	32%	25%	32%	30%	26%	28%	26%	24%	26%	33%	28%
C	34%	26%	37%	34%	34%	34%	42%	29%	35%	41%	36%	37%	35%	34%	33%	36%
D	25%	21%	15%	20%	21%	19%	18%	23%	18%	17%	21%	21%	24%	23%	6%	20%
F	6%	11%	7%	6%	8%	6%	5%	5%	5%	6%	6%	6%	8%	8%	0%	6%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Ease of Buying a Ticket

Count	TRAIN															
G27	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	28	4	109	92	85	72	61	46	74	86	110	109	78	64	7	1025
B	44	4	203	157	168	130	85	69	87	143	166	159	150	95	7	1667
C	25	5	136	106	100	74	62	44	63	80	108	93	84	53	4	1037
D	19	4	40	29	40	28	16	15	17	30	36	25	29	17	1	346
F	1	2	11	9	11	7	3	2	9	15	3	8	7	9		97
Grand Total	117	19	499	393	404	311	227	176	250	354	423	394	348	238	19	4172

Percent	TRAIN															
G27	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	24%	21%	22%	23%	21%	23%	27%	26%	30%	24%	26%	28%	22%	27%	37%	25%
B	38%	21%	41%	40%	42%	42%	37%	39%	35%	40%	39%	40%	43%	40%	37%	40%
C	21%	26%	27%	27%	25%	24%	27%	25%	25%	23%	26%	24%	24%	22%	21%	25%
D	16%	21%	8%	7%	10%	9%	7%	9%	7%	8%	9%	6%	8%	7%	5%	8%
F	1%	11%	2%	2%	3%	2%	1%	1%	4%	4%	1%	2%	2%	4%	0%	2%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Ease of Redeeming Metrocheks

Count	TRAIN															
G28	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	21		110	71	69	54	39	38	70	73	109	81	60	49	4	848
B	29	5	163	108	127	82	52	46	56	105	101	86	68	49	4	1081
C	17	1	90	77	71	46	39	30	54	78	85	66	62	39	3	758
D	18	2	37	41	37	31	21	13	22	29	42	33	29	29	2	386
F	2	1	14	10	13	8	4	2	10	15	13	13	15	13		133
Grand Total	87	9	414	307	317	221	155	129	212	300	350	279	234	179	13	3206

Percent	TRAIN															
G28	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	24%	0%	27%	23%	22%	24%	25%	29%	33%	24%	31%	29%	26%	27%	31%	26%
B	33%	56%	39%	35%	40%	37%	34%	36%	26%	35%	29%	31%	29%	27%	31%	34%
C	20%	11%	22%	25%	22%	21%	25%	23%	25%	26%	24%	24%	26%	22%	23%	24%
D	21%	22%	9%	13%	12%	14%	14%	10%	10%	10%	12%	12%	12%	16%	15%	12%
F	2%	11%	3%	3%	4%	4%	3%	2%	5%	5%	4%	5%	6%	7%	0%	4%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Station Parking Availability

Count	TRAIN															Grand Total	
G29	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334		
A	14		95	60	60	58	34	33	52	48	67	49	33	30	1		634
B	21	3	120	104	109	84	43	31	55	91	95	94	61	38	2		951
C	13	2	116	111	81	67	58	36	68	92	125	111	84	43	4		1011
D	27	4	96	59	82	65	46	30	37	75	95	97	84	56	5		858
F	32	5	50	35	43	25	34	42	25	29	37	41	62	64	7		531
Grand Total	107	14	477	369	375	299	215	172	237	335	419	392	324	231	19		3985

Percent	TRAIN															Grand Total	
G29	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334		
A	13%	0%	20%	16%	16%	19%	16%	19%	22%	14%	16%	13%	10%	13%	5%		16%
B	20%	21%	25%	28%	29%	28%	20%	18%	23%	27%	23%	24%	19%	16%	11%		24%
C	12%	14%	24%	30%	22%	22%	27%	21%	29%	27%	30%	28%	26%	19%	21%		25%
D	25%	29%	20%	16%	22%	22%	21%	17%	16%	22%	23%	25%	26%	24%	26%		22%
F	30%	36%	10%	9%	11%	8%	16%	24%	11%	9%	9%	10%	19%	28%	37%		13%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%

Quality of Public Address System on Train

Count	TRAIN															Grand Total	
G30	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334		
A	10	1	49	26	33	29	14	21	29	35	69	39	31	35	3		424
B	30	6	127	98	128	88	30	41	66	112	127	103	74	61	3		1094
C	43	3	184	139	156	111	84	72	92	147	171	152	137	89	8		1588
D	23	4	105	101	69	70	69	33	51	52	58	100	72	39	4		850
F	9	4	32	27	14	16	25	7	9	8	10	14	23	8			206
Grand Total	115	18	497	391	400	314	222	174	247	354	435	408	337	232	18		4162

Percent	TRAIN															Grand Total	
G30	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334		
A	9%	6%	10%	7%	8%	9%	6%	12%	12%	10%	16%	10%	9%	15%	17%		10%
B	26%	33%	26%	25%	32%	28%	14%	24%	27%	32%	29%	25%	22%	26%	17%		26%
C	37%	17%	37%	36%	39%	35%	38%	41%	37%	42%	39%	37%	41%	38%	44%		38%
D	20%	22%	21%	26%	17%	22%	31%	19%	21%	15%	13%	25%	21%	17%	22%		20%
F	8%	22%	6%	7%	4%	5%	11%	4%	4%	2%	2%	3%	7%	3%	0%		5%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%

Quality of Public Address System on Platform

Count	TRAIN															
G31	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	14	2	42	35	35	34	19	19	29	45	67	46	40	39	2	468
B	32	7	118	105	109	97	51	48	68	100	105	117	81	68	4	1110
C	44	5	191	138	142	109	79	59	87	125	161	136	121	75	7	1479
D	21	2	104	77	79	55	51	43	44	56	79	79	71	39	3	803
F	7	1	41	31	32	16	16	6	16	19	19	22	19	12		257
Grand Total	118	17	496	386	397	311	216	175	244	345	431	400	332	233	16	4117

Percent	TRAIN															
G31	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	12%	12%	8%	9%	9%	11%	9%	11%	12%	13%	16%	12%	12%	17%	13%	11%
B	27%	41%	24%	27%	27%	31%	24%	27%	28%	29%	24%	29%	24%	29%	25%	27%
C	37%	29%	39%	36%	36%	35%	37%	34%	36%	36%	37%	34%	36%	32%	44%	36%
D	18%	12%	21%	20%	20%	18%	24%	25%	18%	16%	18%	20%	21%	17%	19%	20%
F	6%	6%	8%	8%	8%	5%	7%	3%	7%	6%	4%	6%	6%	5%	0%	6%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Timeliness of Platform Information

Count	TRAIN															
G32	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	5	3	31	24	27	29	14	15	22	33	52	38	36	36	4	369
B	30	5	89	92	86	71	43	32	58	98	104	106	85	61	4	964
C	49	5	178	136	143	115	81	58	97	131	160	155	110	83	8	1509
D	28	3	139	97	95	69	64	54	47	66	88	84	73	48	2	957
F	6	1	62	38	45	28	19	14	18	24	27	19	26	12		339
Grand Total	118	17	499	387	396	312	221	173	242	352	431	402	330	240	18	4138

Percent	TRAIN															
G32	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	4%	18%	6%	6%	7%	9%	6%	9%	9%	9%	12%	9%	11%	15%	22%	9%
B	25%	29%	18%	24%	22%	23%	19%	18%	24%	28%	24%	26%	26%	25%	22%	23%
C	42%	29%	36%	35%	36%	37%	37%	34%	40%	37%	37%	39%	33%	35%	44%	36%
D	24%	18%	28%	25%	24%	22%	29%	31%	19%	19%	20%	21%	22%	20%	11%	23%
F	5%	6%	12%	10%	11%	9%	9%	8%	7%	7%	6%	5%	8%	5%	0%	8%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Personal Security at Station and on Train

Count	TRAIN															
G33	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	17	2	75	65	61	60	41	32	57	71	106	86	83	61	4	821
B	41	9	183	120	146	115	83	69	94	140	192	150	130	92	6	1570
C	40	5	158	132	130	87	62	51	66	102	97	118	76	63	6	1193
D	7		47	47	30	21	18	13	9	25	16	27	21	12	1	294
F	8		20	15	16	9	6	2	6	1	7	7	4	4		105
Grand Total	113	16	483	379	383	292	210	167	232	339	418	388	314	232	17	3983

Percent	TRAIN															
G33	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	15%	13%	16%	17%	16%	21%	20%	19%	25%	21%	25%	22%	26%	26%	24%	21%
B	36%	56%	38%	32%	38%	39%	40%	41%	41%	41%	46%	39%	41%	40%	35%	39%
C	35%	31%	33%	35%	34%	30%	30%	31%	28%	30%	23%	30%	24%	27%	35%	30%
D	6%	0%	10%	12%	8%	7%	9%	8%	4%	7%	4%	7%	7%	5%	6%	7%
F	7%	0%	4%	4%	4%	3%	3%	1%	3%	0%	2%	2%	1%	2%	0%	3%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Safety of Train Equipment

Count	TRAIN															
G34	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	18	3	98	67	81	58	40	37	61	94	129	98	87	69	6	946
B	49	9	208	154	179	132	85	74	106	161	191	173	134	107	5	1767
C	34	3	131	123	99	77	68	41	57	58	76	83	71	39	6	966
D	3		18	17	9	12	8	2	6	9	4	11	5	5		109
F	1		3	1	1	1	1		1		2	1	1	2		15
Grand Total	105	15	458	362	369	280	202	154	231	322	402	366	298	222	17	3803

Percent	TRAIN															
G34	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	17%	20%	21%	19%	22%	21%	20%	24%	26%	29%	32%	27%	29%	31%	35%	25%
B	47%	60%	45%	43%	49%	47%	42%	48%	46%	50%	48%	47%	45%	48%	29%	46%
C	32%	20%	29%	34%	27%	28%	34%	27%	25%	18%	19%	23%	24%	18%	35%	25%
D	3%	0%	4%	5%	2%	4%	4%	1%	3%	3%	1%	3%	2%	2%	0%	3%
F	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Station Signage

Count	TRAIN															
G35	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	24	3	88	74	80	72	52	33	61	88	130	106	96	66	5	978
B	53	5	208	154	171	135	84	75	113	177	196	195	151	111	7	1835
C	27	7	156	129	117	74	61	57	55	73	98	94	61	42	5	1056
D	10	2	27	23	20	19	13	4	10	11	10	10	13	7		179
F			8	6	1	4	1		5	1	3	1	2	2	1	35
Grand Total	114	17	487	386	389	304	211	169	244	350	437	406	323	228	18	4083

Percent	TRAIN															
G35	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	21%	18%	18%	19%	21%	24%	25%	20%	25%	25%	30%	26%	30%	29%	28%	24%
B	46%	29%	43%	40%	44%	44%	40%	44%	46%	51%	45%	48%	47%	49%	39%	45%
C	24%	41%	32%	33%	30%	24%	29%	34%	23%	21%	22%	23%	19%	18%	28%	26%
D	9%	12%	6%	6%	5%	6%	6%	2%	4%	3%	2%	2%	4%	3%	0%	4%
F	0%	0%	2%	2%	0%	1%	0%	0%	2%	0%	1%	0%	1%	1%	6%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Level of Fare for Quality and Value of Service

Count	TRAIN															
G36	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	11	3	46	30	35	46	31	22	52	61	93	80	58	48	3	619
B	46	8	161	129	164	118	72	63	108	158	210	184	149	108	7	1685
C	37	4	176	154	145	101	83	66	72	107	109	110	100	72	4	1340
D	18	2	81	65	40	42	27	20	11	23	25	29	30	11	2	426
F	6	1	37	22	23	10	8	5	5	5	4	6	7	6		145
Grand Total	118	18	501	400	407	317	221	176	248	354	441	409	344	245	16	4215

Percent	TRAIN															
G36	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	Grand Total
A	9%	17%	9%	8%	9%	15%	14%	13%	21%	17%	21%	20%	17%	20%	19%	15%
B	39%	44%	32%	32%	40%	37%	33%	36%	44%	45%	48%	45%	43%	44%	44%	40%
C	31%	22%	35%	39%	36%	32%	38%	38%	29%	30%	25%	27%	29%	29%	25%	32%
D	15%	11%	16%	16%	10%	13%	12%	11%	4%	6%	6%	7%	9%	4%	13%	10%
F	5%	6%	7%	6%	6%	3%	4%	3%	2%	1%	1%	1%	2%	2%	0%	3%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Overall Service Quality

Count	TRAIN															Grand Total
G37	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	4247
A	14	4	52	55	56	46	33	25	61	86	116	90	76	62	6	782
B	63	10	240	161	202	170	112	97	140	199	251	229	194	137	10	2215
C	31	3	160	149	124	79	63	47	49	69	64	83	69	40	3	1033
D	9	1	43	32	22	20	20	8	4	2	6	10	9	7		193
F	2		8	3	3	2		1		2	1	1	1			24
Grand Total	119	18	503	400	407	317	228	178	254	358	438	413	349	246	19	4247

Percent	TRAIN															Grand Total
G37	84	86	300	302	304	306	308	310	322	324	326	328	330	332	334	100%
A	12%	22%	10%	14%	14%	15%	14%	14%	24%	24%	26%	22%	22%	25%	32%	18%
B	53%	56%	48%	40%	50%	54%	49%	54%	55%	56%	57%	55%	56%	56%	53%	52%
C	26%	17%	32%	37%	30%	25%	28%	26%	19%	19%	15%	20%	20%	16%	16%	24%
D	8%	6%	9%	8%	5%	6%	9%	4%	2%	1%	1%	2%	3%	3%	0%	5%
F	2%	0%	2%	1%	1%	1%	0%	1%	0%	1%	0%	0%	0%	0%	0%	1%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%