

2009 Customer Opinion Survey Results



1) How long have you been riding VRE?

| | | Total | |
|-------------|---------------------|-------|------|
| A | Less than a year | 897 | 18% |
| B | 1-3 years | 1561 | 30% |
| C | 4-6 years | 1158 | 23% |
| D | 7-9 years | 655 | 13% |
| E | 10-12 years | 350 | 7% |
| F | 13-16 years | 269 | 5% |
| G | Since the beginning | 233 | 5% |
| Grand Total | | 5123 | 100% |

2) Has VRE service improved over the last year?

| | | Total | |
|-------------|------------|-------|------|
| A | Yes | 1943 | 38% |
| B | No | 357 | 7% |
| C | Same | 2082 | 41% |
| D | No comment | 671 | 13% |
| Grand Total | | 5053 | 100% |

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

| | | Total | % |
|-------------|----------------------|-------|------|
| A | On-time performance | 2094 | 41% |
| B | Lack of seats | 378 | 7% |
| C | Lack of parking | 277 | 5% |
| D | Older equipment | 399 | 8% |
| E | Cost | 877 | 17% |
| F | Communication | 61 | 1% |
| G | Security | 71 | 1% |
| H | Frequency of service | 601 | 12% |
| I | Crews | 13 | 0% |
| J | Other | 87 | 2% |
| K | No concerns | 234 | 5% |
| Grand Total | | 5092 | 100% |

4) At which VRE station did you board this morning?

| | | Total | % |
|-------------|-----------------------|-------|------|
| A | Broad Run | 771 | 15% |
| B | Manassas | 525 | 10% |
| C | Manassas Park | 505 | 10% |
| D | Burke Centre | 461 | 9% |
| E | Rolling Road | 258 | 5% |
| F | Backlick Road | 72 | 1% |
| G | Fredericksburg | 899 | 18% |
| H | Leeland Road | 550 | 11% |
| I | Brooke | 308 | 6% |
| J | Quantico | 184 | 4% |
| K | Rippon | 289 | 6% |
| L | Woodbridge | 204 | 4% |
| M | Lorton | 89 | 2% |
| N | Franconia/Springfield | 5 | 0% |
| O | Alexandria | 4 | 0% |
| Grand Total | | 5124 | 100% |

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

| | | Total | % |
|-------------|-----------------------|-------|------|
| A | Union Station | 945 | 19% |
| B | L'Enfant | 2042 | 40% |
| C | Crystal City | 1164 | 23% |
| D | Alexandria | 602 | 12% |
| E | Backlick Road | 18 | 0% |
| F | Quantico | 65 | 1% |
| G | Woodbridge | 22 | 0% |
| H | Lorton | 111 | 2% |
| I | Franconia/Springfield | 105 | 2% |
| J | Rippon | 16 | 0% |
| K | Other | 10 | 0% |
| Grand Total | | 5100 | 100% |

6) How many miles did you travel from your home to the train station this morning?

| | | Total | % |
|-------------|--------------------|-------|------|
| A | Fewer than 5 miles | 2743 | 54% |
| B | 5-10 miles | 1427 | 28% |
| C | 11-15 miles | 459 | 9% |
| D | 16-20 miles | 194 | 4% |
| E | 21-25 miles | 93 | 2% |
| F | More than 25 miles | 182 | 4% |
| Grand Total | | 5098 | 100% |

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

| | | Total | % |
|-------------|-------------------------------------|-------|------|
| A | Drove alone / Parked | 4126 | 81% |
| B | Drove / Rode with others and parked | 286 | 6% |
| C | Dropped off by car | 384 | 8% |
| D | Metrobus | 3 | 0% |
| E | Walked | 198 | 4% |
| F | Bike | 17 | 0% |
| G | OmniLink | 0 | 0% |
| H | Fairfax Connector | 3 | 0% |
| I | DASH | 4 | 0% |
| J | Burke Centre EZ Bus | 20 | 0% |
| K | FRED | 55 | 1% |
| L | GRTC | 3 | 0% |
| M | Other | 3 | 0% |
| Grand Total | | 5102 | 100% |

8) What is your home zip code?

| Zip | Total | Zip | Total | Zip | Total | Zip | Total |
|-------|-------|-------|-------|-------|-------|-------|-------|
| 22405 | 410 | 22580 | 7 | 23112 | 2 | 22402 | 1 |
| 20110 | 338 | 22033 | 6 | 23113 | 2 | 22438 | 1 |
| 20111 | 329 | 22125 | 5 | 23114 | 2 | 22441 | 1 |
| 22015 | 302 | 20152 | 4 | 23220 | 2 | 22446 | 1 |
| 22554 | 298 | 22534 | 4 | 23234 | 2 | 22448 | 1 |
| 20136 | 243 | 22655 | 4 | 23832 | 2 | 22451 | 1 |
| 22407 | 241 | 22728 | 4 | 23860 | 2 | 22535 | 1 |
| 22191 | 228 | 22734 | 4 | 23875 | 2 | 22538 | 1 |
| 22408 | 219 | 22742 | 4 | 81006 | 2 | 22550 | 1 |
| 20112 | 206 | 22901 | 4 | 10006 | 1 | 22552 | 1 |
| 22401 | 183 | 23015 | 4 | 20008 | 1 | 22557 | 1 |
| 22032 | 172 | 23024 | 4 | 20012 | 1 | 22560 | 1 |
| 20155 | 125 | 23238 | 4 | 20106 | 1 | 22583 | 1 |
| 22406 | 113 | 20144 | 3 | 20126 | 1 | 22591 | 1 |
| 22193 | 110 | 20151 | 3 | 20128 | 1 | 22602 | 1 |
| 20109 | 106 | 22031 | 3 | 20130 | 1 | 22652 | 1 |
| 22192 | 87 | 22060 | 3 | 20143 | 1 | 22657 | 1 |
| 22039 | 69 | 22142 | 3 | 20153 | 1 | 22660 | 1 |
| 20187 | 68 | 22302 | 3 | 20157 | 1 | 22663 | 1 |
| 20169 | 62 | 22312 | 3 | 20168 | 1 | 22714 | 1 |
| 22485 | 60 | 22427 | 3 | 20182 | 1 | 22727 | 1 |
| 22556 | 60 | 22514 | 3 | 20198 | 1 | 22735 | 1 |
| 22556 | 60 | 22520 | 3 | 20233 | 1 | 22812 | 1 |
| 20181 | 57 | 22555 | 3 | 20332 | 1 | 22902 | 1 |
| 22152 | 51 | 22642 | 3 | 20401 | 1 | 22936 | 1 |
| 22079 | 50 | 22724 | 3 | 20711 | 1 | 22948 | 1 |
| 22553 | 49 | 22737 | 3 | 20792 | 1 | 22960 | 1 |
| 22551 | 36 | 23093 | 3 | 21091 | 1 | 22968 | 1 |
| 20121 | 33 | 23117 | 3 | 21532 | 1 | 23005 | 1 |
| 22151 | 33 | 23233 | 3 | 22011 | 1 | 23103 | 1 |
| 22025 | 32 | 20122 | 2 | 22012 | 1 | 23111 | 1 |
| 22153 | 31 | 20138 | 2 | 22019 | 1 | 23116 | 1 |
| 22172 | 30 | 20139 | 2 | 22029 | 1 | 23188 | 1 |
| 22508 | 27 | 20164 | 2 | 22041 | 1 | 23224 | 1 |
| 22546 | 25 | 20736 | 2 | 22067 | 1 | 23228 | 1 |
| 22003 | 24 | 22110 | 2 | 22075 | 1 | 23229 | 1 |
| 22701 | 24 | 22171 | 2 | 22091 | 1 | 23237 | 1 |
| 22712 | 24 | 22203 | 2 | 22109 | 1 | 23294 | 1 |
| 20120 | 22 | 22314 | 2 | 22139 | 1 | 23602 | 1 |
| 20186 | 20 | 22409 | 2 | 22155 | 1 | 23834 | 1 |
| 22026 | 19 | 22430 | 2 | 22182 | 1 | 23842 | 1 |
| 22030 | 19 | 22443 | 2 | 22190 | 1 | 25542 | 1 |
| 22150 | 17 | 22601 | 2 | 22201 | 1 | 25551 | 1 |
| 20119 | 15 | 22709 | 2 | 22202 | 1 | 27534 | 1 |
| 22134 | 11 | 22905 | 2 | 22206 | 1 | 34287 | 1 |
| 20137 | 10 | 22942 | 2 | 22251 | 1 | 72712 | 1 |
| 20115 | 8 | 23059 | 2 | 22304 | 1 | 98038 | 1 |
| 22630 | 8 | 23069 | 2 | 22315 | 1 | | |

9) What is your work zip code?

| Zip | Total | Zip | Total | Zip | Total | Zip | Total | Zip | Total | Zip | Total | Zip | Total | Zip | Total |
|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 22202 | 611 | 20330 | 17 | 20420 | 6 | 20307 | 3 | 22031 | 2 | 20254 | 1 | 20740 | 1 | 22186 | 1 |
| 22314 | 258 | 20560 | 17 | 20706 | 6 | 20370 | 3 | 22032 | 2 | 20258 | 1 | 20748 | 1 | 22193 | 1 |
| 20001 | 182 | 22310 | 17 | 22022 | 6 | 20395 | 3 | 22036 | 2 | 20259 | 1 | 20781 | 1 | 22197 | 1 |
| 20002 | 162 | 20528 | 16 | 22041 | 6 | 20526 | 3 | 22037 | 2 | 20268 | 1 | 20785 | 1 | 22210 | 1 |
| 20591 | 108 | 20534 | 16 | 22206 | 6 | 20746 | 3 | 22059 | 2 | 20285 | 1 | 20805 | 1 | 22226 | 1 |
| 20005 | 102 | 20220 | 15 | 22240 | 6 | 20782 | 3 | 22101 | 2 | 20290 | 1 | 20816 | 1 | 22230 | 1 |
| 22060 | 90 | 20407 | 15 | 20018 | 5 | 20815 | 3 | 22132 | 2 | 20304 | 1 | 20855 | 1 | 22250 | 1 |
| 20004 | 84 | 20314 | 14 | 20433 | 5 | 20892 | 3 | 22192 | 2 | 20305 | 1 | 20858 | 1 | 22308 | 1 |
| 20036 | 65 | 20350 | 14 | 20523 | 5 | 22020 | 3 | 22214 | 2 | 20339 | 1 | 20889 | 1 | 22316 | 1 |
| 20585 | 62 | 20226 | 13 | 20531 | 5 | 22021 | 3 | 22219 | 2 | 20347 | 1 | 20902 | 1 | 22333 | 1 |
| 20590 | 59 | 20301 | 13 | 20565 | 5 | 22026 | 3 | 22222 | 2 | 20353 | 1 | 20911 | 1 | 22334 | 1 |
| 22134 | 58 | 20536 | 13 | 20580 | 5 | 22040 | 3 | 22232 | 2 | 20359 | 1 | 20982 | 1 | 22336 | 1 |
| 20250 | 56 | 22191 | 13 | 20594 | 5 | 22042 | 3 | 22318 | 2 | 20373 | 1 | 21012 | 1 | 22341 | 1 |
| 20006 | 55 | 22301 | 13 | 20814 | 5 | 22054 | 3 | 22322 | 2 | 20388 | 1 | 21110 | 1 | 22341 | 1 |
| 20003 | 54 | 22215 | 12 | 22003 | 5 | 22305 | 3 | 22330 | 2 | 20391 | 1 | 21209 | 1 | 22350 | 1 |
| 20202 | 46 | 20010 | 11 | 22304 | 5 | 22401 | 3 | 22345 | 2 | 20406 | 1 | 21225 | 1 | 22354 | 1 |
| 22209 | 40 | 20219 | 11 | 22311 | 5 | 10002 | 2 | 22407 | 2 | 20411 | 1 | 22010 | 1 | 22376 | 1 |
| 20212 | 39 | 22315 | 11 | 20015 | 4 | 20011 | 2 | 22460 | 2 | 20415 | 1 | 22011 | 1 | 22402 | 1 |
| 20472 | 39 | 20007 | 10 | 20026 | 4 | 20029 | 2 | 22585 | 2 | 20421 | 1 | 22013 | 1 | 22406 | 1 |
| 20410 | 38 | 20009 | 10 | 20049 | 4 | 20041 | 2 | 19106 | 1 | 20423 | 1 | 22014 | 1 | 22409 | 1 |
| 20593 | 36 | 20401 | 10 | 20065 | 4 | 20052 | 2 | 20000 | 1 | 20425 | 1 | 22016 | 1 | 22410 | 1 |
| 22332 | 35 | 20548 | 10 | 20228 | 4 | 20064 | 2 | 20014 | 1 | 20429 | 1 | 22019 | 1 | 22414 | 1 |
| 22201 | 34 | 22150 | 10 | 20303 | 4 | 20071 | 2 | 20019 | 1 | 20439 | 1 | 22024 | 1 | 22441 | 1 |
| 20535 | 31 | 22302 | 10 | 20319 | 4 | 20111 | 2 | 20023 | 1 | 20450 | 1 | 22027 | 1 | 22504 | 1 |
| 22313 | 30 | 20013 | 9 | 20422 | 4 | 20130 | 2 | 20025 | 1 | 20458 | 1 | 22028 | 1 | 22505 | 1 |
| 20510 | 29 | 20230 | 9 | 20463 | 4 | 20151 | 2 | 20028 | 1 | 20470 | 1 | 22029 | 1 | 22508 | 1 |
| 20260 | 28 | 20447 | 9 | 20503 | 4 | 20159 | 2 | 20032 | 1 | 20473 | 1 | 22033 | 1 | 22515 | 1 |
| 20529 | 28 | 20520 | 9 | 20507 | 4 | 20205 | 2 | 20047 | 1 | 20501 | 1 | 22035 | 1 | 22523 | 1 |
| 20515 | 27 | 22153 | 9 | 20539 | 4 | 20208 | 2 | 20048 | 1 | 20506 | 1 | 22043 | 1 | 22530 | 1 |
| 20530 | 27 | 20318 | 8 | 20543 | 4 | 20215 | 2 | 20051 | 1 | 20508 | 1 | 22045 | 1 | 22531 | 1 |
| 22331 | 26 | 20554 | 8 | 20598 | 4 | 20233 | 2 | 20054 | 1 | 20517 | 1 | 22051 | 1 | 22546 | 1 |
| 20910 | 25 | 22151 | 8 | 22002 | 4 | 20354 | 2 | 20056 | 1 | 20519 | 1 | 22053 | 1 | 22554 | 1 |
| 20201 | 23 | 22212 | 8 | 22050 | 4 | 20419 | 2 | 20063 | 1 | 20521 | 1 | 22056 | 1 | 22593 | 1 |
| 20210 | 22 | 20044 | 7 | 22122 | 4 | 20427 | 2 | 20102 | 1 | 20522 | 1 | 22061 | 1 | 22774 | 1 |
| 20310 | 21 | 20222 | 7 | 22211 | 4 | 20431 | 2 | 20119 | 1 | 20545 | 1 | 22065 | 1 | 22782 | 1 |
| 20540 | 21 | 20240 | 7 | 22221 | 4 | 20505 | 2 | 20121 | 1 | 20550 | 1 | 22068 | 1 | 22948 | 1 |
| 20546 | 21 | 20380 | 7 | 22303 | 4 | 20509 | 2 | 20124 | 1 | 20551 | 1 | 22069 | 1 | 23228 | 1 |
| 20549 | 21 | 20436 | 7 | 22309 | 4 | 20525 | 2 | 20141 | 1 | 20559 | 1 | 22089 | 1 | 23303 | 1 |
| 22204 | 21 | 22079 | 7 | 22413 | 4 | 20538 | 2 | 20146 | 1 | 20570 | 1 | 22102 | 1 | 23314 | 1 |
| 20376 | 20 | 22205 | 7 | 22448 | 4 | 20552 | 2 | 20150 | 1 | 20571 | 1 | 22104 | 1 | 23401 | 1 |
| 20426 | 20 | 22312 | 7 | 20012 | 3 | 20705 | 2 | 20158 | 1 | 20581 | 1 | 22112 | 1 | 23472 | 1 |
| 20229 | 19 | 20008 | 6 | 20020 | 3 | 20737 | 2 | 20168 | 1 | 20583 | 1 | 22115 | 1 | 25029 | 1 |
| 20460 | 19 | 20016 | 6 | 20034 | 3 | 20951 | 2 | 20181 | 1 | 20589 | 1 | 22131 | 1 | 25409 | 1 |
| 20544 | 19 | 20042 | 6 | 20045 | 3 | 21090 | 2 | 20203 | 1 | 20596 | 1 | 22133 | 1 | 32003 | 1 |
| 20037 | 18 | 20223 | 6 | 20057 | 3 | 22001 | 2 | 20204 | 1 | 20597 | 1 | 22135 | 1 | 50002 | 1 |
| 20224 | 18 | 20340 | 6 | 20059 | 3 | 22005 | 2 | 20221 | 1 | 20600 | 1 | 22140 | 1 | 50858 | 1 |
| 20237 | 18 | 20374 | 6 | 20060 | 3 | 22012 | 2 | 20235 | 1 | 20601 | 1 | 22152 | 1 | 81001 | 1 |
| 20547 | 18 | 20405 | 6 | 20110 | 3 | 22015 | 2 | 20239 | 1 | 20607 | 1 | 22159 | 1 | 81006 | 1 |
| 22203 | 18 | 20408 | 6 | 20217 | 3 | 22023 | 2 | 20242 | 1 | 20704 | 1 | 22160 | 1 | 98027 | 1 |
| | | 20416 | 6 | 20306 | 3 | 22030 | 2 | 20247 | 1 | 20720 | 1 | 22171 | 1 | | |

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

| | | Total | % |
|-------------|-------------------|-------|------|
| A | Walk | 3308 | 65% |
| B | Bike | 6 | 0% |
| C | Taxi | 9 | 0% |
| D | Metrorail | 1122 | 22% |
| E | Car | 204 | 4% |
| F | Metrobus | 162 | 3% |
| G | ART bus | 2 | 0% |
| H | MARC | 12 | 0% |
| I | DASH | 39 | 1% |
| J | Fairfax Connector | 51 | 1% |
| K | DC Circulator | 25 | 0% |
| L | Other | 164 | 3% |
| Grand Total | | 5104 | 100% |

11) How often do you travel on an Amtrak train with a VRE ticket (Monthly, TLC, Five-Day or Ten-Trip) and Step-Up?

| | | Total | % |
|-------------|----------------------|-------|------|
| A | Daily | 362 | 7% |
| B | Once a week | 43 | 1% |
| C | 2-3 times per week | 76 | 1% |
| D | 2-3 times per month | 130 | 3% |
| E | Once a month or less | 635 | 12% |
| F | Never | 3849 | 76% |
| Grand Total | | 5095 | 100% |

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

| | | Total | % |
|-------------|-------------------|-------|------|
| A | Always use VRE | 1378 | 27% |
| B | Drive alone | 2048 | 40% |
| C | Carpool | 272 | 5% |
| D | Vanpool | 8 | 0% |
| E | Car and Metrorail | 886 | 17% |
| F | Bus | 35 | 1% |
| G | Car and Bus | 32 | 1% |
| H | Bus and Metrorail | 57 | 1% |
| I | Metrorail | 181 | 4% |
| J | "Slug" | 118 | 2% |
| K | Other | 73 | 1% |
| Grand Total | | 5088 | 100% |

13) Before you began using VRE, what was your usual means of commuting?

| | | Total | % |
|-------------|------------------------|-------|------|
| A | Drove alone | 2078 | 41% |
| B | Carpool | 438 | 9% |
| C | Vanpool | 187 | 4% |
| D | Car and Metrorail | 582 | 11% |
| E | Bus | 142 | 3% |
| F | Car and Bus | 80 | 2% |
| G | Bus and Metrorail | 162 | 3% |
| H | Metrorail | 233 | 5% |
| I | "Slug" | 146 | 3% |
| J | I Have Always Used VRE | 930 | 18% |
| K | Other | 98 | 2% |
| Grand Total | | 5076 | 100% |

14) How often do you normally ride VRE?

| | | Total | % |
|-------------|-----------------------|-------|-----|
| A | Once a week | 38 | 1% |
| B | Twice a week | 85 | 2% |
| C | Three times a week | 306 | 6% |
| D | Four times a week | 804 | 16% |
| E | Five times a week | 3790 | 74% |
| F | Once or Twice a month | 36 | 1% |
| G | A few times per year | 27 | 1% |
| H | This is my first ride | 18 | 0% |
| Grand Total | | 5104 | |

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

| | | Total | % |
|-------------|------------------------------|-------|------|
| A | More than 10 times per month | 78 | 2% |
| B | 8-10 times per month | 103 | 2% |
| C | 5-7 times per month | 361 | 7% |
| D | 2-4 times per month | 1277 | 25% |
| E | Once a month or less | 1962 | 39% |
| F | Never | 1294 | 25% |
| Grand Total | | 5075 | 100% |

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

| | | Total | % |
|-------------|-----------------------|-------|------|
| A | Yes, 1 day | 601 | 12% |
| B | Yes, 2 days | 126 | 2% |
| C | Yes, more than 2 days | 55 | 1% |
| D | No | 4302 | 85% |
| Grand Total | | 5084 | 100% |

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

| | | Total |
|---|-----------|-------|
| A | Monday | 216 |
| B | Tuesday | 165 |
| C | Wednesday | 128 |
| D | Thursday | 183 |
| E | Friday | 468 |

18) What type of ticket do you normally use?

| | | Total | % |
|-------------|---------------------------------|-------|------|
| A | Single-Ride/Round-Trip | 105 | 2% |
| B | Monthly | 3328 | 65% |
| C | Five-Day Pass | 183 | 4% |
| D | Ten-Trip | 1354 | 27% |
| E | TLC (Joint VRE-Metro Fare Card) | 125 | 2% |
| Grand Total | | 5095 | 100% |

19) Where do you normally purchase your tickets?

| | | Total | % |
|-------------|--------------------------------------|-------|------|
| A | Vendor | 2889 | 57% |
| B | Station Ticket Vending Machine (TVM) | 1469 | 29% |
| C | Internet from www.commuterdirect.com | 670 | 13% |
| Grand Total | | 5028 | 100% |

20) Does your employer provide the following? (Please circle all that apply)

| | | Total |
|---|------------------------------------|-------|
| A | SmartBenefit transit subsidy | 3254 |
| B | Non-SmartBenefit transit subsidy | 450 |
| C | Pre-tax payment for transit passes | 655 |
| D | Free/subsidized employee parking | 488 |
| E | Other commuting benefit | 299 |

21) Have you tried registering for SmartBenefits to buy your VRE tickets?

| | | Total | % |
|-------------|-----|-------|------|
| A | Yes | 1593 | 32% |
| B | No | 3324 | 68% |
| Grand Total | | 4917 | 100% |

22) If no, why not?

| | | Total | % |
|-------------|---|-------|------|
| A | Still able to receive SmartBenefit Vouchers | 1229 | 40% |
| B | Don't want to wait for tickets through mail | 387 | 13% |
| C | Don't receive transit benefits | 731 | 24% |
| D | Sign up process too confusing | 383 | 13% |
| E | Ticket purchase options not convenient | 333 | 11% |
| Grand Total | | 3063 | 100% |

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

| | | Total |
|---|---|-------|
| A | I use the website | 4283 |
| B | I call VRE's office (703) 684-1001 | 181 |
| C | I ask the conductor | 271 |
| D | I call the VRE 800 # (800-RIDE-VRE) | 262 |
| E | I check my email or log into the Train Talk system to check for updates | 666 |

24) Do you read the VRE Update, the monthly on board newsletter?

| | | Total | % |
|-------------|-----------------------|-------|------|
| A | I never miss an issue | 2358 | 47% |
| B | Sometimes | 2400 | 48% |
| C | Never | 286 | 6% |
| Grand Total | | 5044 | 100% |

25) I would like to receive safety and security information through (Choose all that apply)

| | | Total |
|---|---------------------------------|-------|
| A | Brochures | 568 |
| B | Weekly Train Talk Emails | 1834 |
| C | On Platform Information Screens | 1995 |
| D | Monthly On Board Newsletter | 2015 |
| E | Facebook Page | 238 |

26) Rate the usefulness of Daily Download – our on-line delay reports (10 being the highest)

| | Total | % |
|-------------|-------|------|
| 1 | 825 | 19% |
| 2 | 127 | 3% |
| 3 | 178 | 4% |
| 4 | 193 | 4% |
| 5 | 424 | 10% |
| 6 | 447 | 10% |
| 7 | 540 | 13% |
| 8 | 761 | 18% |
| 9 | 346 | 8% |
| 10 | 449 | 10% |
| Grand Total | 4290 | 100% |

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

| | | Total | % | | | Total | % |
|-------------|---------------|-------|-----|------|---------------|-------|-----|
| A | WAMU FM/88.5 | 377 | 8% | N | WASH FM/97.1 | 137 | 3% |
| B | WBQB/101.5 | 209 | 5% | O | WFLS FM/93.3 | 195 | 4% |
| C | WTOP FM/103.5 | 1449 | 31% | P | WJFK FM/106.7 | 105 | 2% |
| D | WJZW FM/105.9 | 71 | 2% | Q | WMAL AM/630 | 168 | 4% |
| E | WMZQ FM/98.7 | 153 | 3% | R | WPGC FM/95.5 | 75 | 2% |
| F | WTEM AM/980 | 36 | 1% | S | WWRC AM/570 | 0 | 0% |
| G | WGRX FM/104.5 | 32 | 1% | T | WBIG FM/100.3 | 119 | 3% |
| H | WTGB FM/94.7 | 36 | 1% | U | WIHT FM/99.5 | 114 | 2% |
| I | WETA FM/90.9 | 85 | 2% | V | WJYJ FM/90.5 | 47 | 1% |
| J | WHUR FM/96.3 | 159 | 3% | W | WMMJ FM/102.3 | 49 | 1% |
| K | WKYS FM/93.9 | 68 | 1% | X | WRQX FM/107.3 | 120 | 3% |
| L | WYSK FM/99.3 | 28 | 1% | Y | OTHER | 625 | 14% |
| M | WWDC FM/101.1 | 154 | 3% | | | | |
| Grand Total | | | | 4611 | | 100% | |

28) Which newspapers do you read daily? (Choose all that apply)

| | | Total |
|---|------------------------------------|-------|
| A | Washington Post | 2284 |
| B | Fredericksburg Free-Lance Star | 807 |
| C | Wall Street Journal | 252 |
| D | USA Today | 262 |
| E | Washington Times | 320 |
| F | Potomac/Manassas Journal Messenger | 214 |
| G | New York Times | 227 |
| H | Other | 1212 |

29) Which social networking sites do you use (Choose all that apply)

| | | Total |
|---|------------|-------|
| A | Facebook | 1420 |
| B | MySpace | 315 |
| C | LinkedIn | 677 |
| D | Twitter | 202 |
| E | Friendster | 22 |
| F | other | 757 |

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

| | | Total |
|---|--|-------|
| A | Traffic | 2584 |
| B | Old way of commuting became unattractive | 679 |
| C | Recommended by a friend | 711 |
| D | Co-workers | 448 |
| E | Website | 82 |
| F | Metrochek | 515 |
| G | New job | 1636 |
| H | New home | 1344 |
| I | Newspaper ad/Radio commercial | 36 |
| J | Guaranteed Ride Home | 255 |
| K | Joint service with Amtrak | 98 |
| L | Free bus connections | 68 |
| M | Friends on the train | 86 |
| N | I just love trains | 229 |
| O | Wanted to try the train, then liked it | 669 |
| P | Other | 234 |

31) For whom do you work?

| | | Total | % |
|-------------|------------------------------------|-------|------|
| A | Federal, state or local government | 2978 | 59% |
| B | Military agency or position | 462 | 9% |
| C | Private Company | 1247 | 25% |
| D | Association | 185 | 4% |
| E | Self Employed | 47 | 1% |
| F | Student | 21 | 0% |
| G | Tourist | 1 | 0% |
| H | Other | 114 | 2% |
| Grand Total | | 5055 | 100% |

THE FOLLOWING INFORMATION IS USED FOR STATISTICAL PURPOSES ONLY.

32) Your gender:

| | | Total | % |
|-------------|--------|-------|------|
| A | Male | 3190 | 64% |
| B | Female | 1798 | 36% |
| Grand Total | | 4988 | 100% |

33) Your age:

| | | Total | % |
|-------------|----------|-------|------|
| A | Under 18 | 8 | 0% |
| B | 18-24 | 104 | 2% |
| C | 25-34 | 639 | 13% |
| D | 35-44 | 1150 | 23% |
| E | 45-54 | 1741 | 35% |
| F | 55-64 | 1171 | 24% |
| G | 65+ | 158 | 3% |
| Grand Total | | 4971 | 100% |

34) Which best represents your annual household income?

| | | Total | % |
|-------------|---------------------|-------|------|
| A | Under \$25,000 | 31 | 1% |
| B | \$25,000 - 49,999 | 175 | 4% |
| C | \$50,000 - 74,999 | 418 | 9% |
| D | \$75,000 - 99,999 | 753 | 16% |
| E | \$100,000 -124,999 | 972 | 21% |
| F | \$125,000 – 149,999 | 844 | 18% |
| G | \$150,000 -174,999 | 578 | 12% |
| H | \$175,000+ | 891 | 19% |
| Grand Total | | 4662 | 100% |

35) Do you:

| | | Total | % |
|-------------|--|-------|------|
| A | Own your home/ townhouse/ condo | 4232 | 87% |
| B | Rent a home/ townhouse/ condo/ apartment/ room | 635 | 13% |
| Grand Total | | 4867 | 100% |

36) Your Ethnic origin/Race: (Optional)

| | | Total | % |
|-------------|------------------------|-------|------|
| A | Caucasian | 3317 | 71% |
| B | African American | 656 | 14% |
| C | Asian/Pacific Islander | 276 | 6% |
| D | Hispanic | 183 | 4% |
| E | Native American | 35 | 1% |
| F | Multi-ethnic | 78 | 2% |
| G | Other | 104 | 2% |
| Grand Total | | 4649 | 100% |

37) Marital status:

| | | Total | % |
|-------------|-------------------|-------|------|
| A | Married | 3749 | 77% |
| B | Single | 712 | 15% |
| C | Widowed/ Divorced | 385 | 8% |
| Grand Total | | 4846 | 100% |

Customer Service:

Responsiveness of VRE Staff

| G1 | Grand Total | % |
|--------------|-------------|------|
| A | 2004 | 43% |
| B | 1828 | 39% |
| C | 691 | 15% |
| D | 109 | 2% |
| F | 46 | 1% |
| N/A | 230 | |
| Grand Total* | 4678 | 100% |

Friendliness of VRE Staff

| G2 | Grand Total | % |
|--------------|-------------|------|
| A | 1913 | 40% |
| B | 1943 | 40% |
| C | 766 | 16% |
| D | 135 | 3% |
| F | 42 | 1% |
| N/A | 107 | |
| Grand Total* | 4799 | 100% |

VRE Follow-Up to Delays Or Problems

| G3 | Grand Total | % |
|--------------|-------------|------|
| A | 774 | 17% |
| B | 1553 | 34% |
| C | 1424 | 31% |
| D | 616 | 13% |
| F | 226 | 5% |
| N/A | | |
| Grand Total* | 4593 | 100% |

Quality of Website

| G8 | Grand Total | % |
|--------------|-------------|------|
| A | 1138 | 25% |
| B | 2258 | 50% |
| C | 962 | 21% |
| D | 145 | 3% |
| F | 26 | 1% |
| N/A | 298 | |
| Grand Total* | 4529 | 100% |

Lost And Found Department

| G4 | Grand Total | % |
|--------------|-------------|------|
| A | 903 | 37% |
| B | 780 | 32% |
| C | 471 | 19% |
| D | 182 | 7% |
| F | 108 | 4% |
| N/A | 2367 | |
| Grand Total* | 2444 | 100% |

Timeliness of Website Information

| G9 | Grand Total | % |
|--------------|-------------|------|
| A | 919 | 22% |
| B | 1950 | 46% |
| C | 1093 | 26% |
| D | 235 | 6% |
| F | 46 | 1% |
| N/A | 542 | |
| Grand Total* | 4243 | 100% |

Usefulness of Rail Time

| G5 | Grand Total | % |
|--------------|-------------|------|
| A | 1178 | 30% |
| B | 1525 | 39% |
| C | 888 | 23% |
| D | 233 | 6% |
| F | 70 | 2% |
| N/A | 946 | |
| Grand Total* | 3894 | 100% |

Timeliness of Train Talk (E-Mail News Service)

| G10 | Grand Total | % |
|--------------|-------------|------|
| A | 764 | 23% |
| B | 1450 | 44% |
| C | 824 | 25% |
| D | 212 | 6% |
| F | 51 | 2% |
| N/A | 1470 | |
| Grand Total* | 3301 | 100% |

Timeliness of E-Mail Responses

| G6 | Grand Total | % |
|--------------|-------------|------|
| A | 514 | 19% |
| B | 918 | 35% |
| C | 765 | 29% |
| D | 311 | 12% |
| F | 137 | 5% |
| N/A | 2144 | |
| Grand Total* | 2645 | 100% |

Quality of Train Talk

| G11 | Grand Total | % |
|--------------|-------------|------|
| A | 779 | 22% |
| B | 1620 | 46% |
| C | 911 | 26% |
| D | 140 | 4% |
| F | 39 | 1% |
| N/A | 1273 | |
| Grand Total* | 3489 | 100% |

Quality of E-Mail Responses

| G7 | Grand Total | % |
|--------------|-------------|------|
| A | 621 | 24% |
| B | 1001 | 38% |
| C | 706 | 27% |
| D | 203 | 8% |
| F | 110 | 4% |
| N/A | 2113 | |
| Grand Total* | 2641 | 100% |

Overall Communication With Passengers

| G12 | Grand Total | % |
|--------------|-------------|------|
| A | 877 | 19% |
| B | 2144 | 46% |
| C | 1281 | 28% |
| D | 268 | 6% |
| F | 68 | 1% |
| N/A | 188 | |
| Grand Total* | 4638 | 100% |

**Train Crew Members:
Are Knowledgeable About VRE Operations**

| G13 | Grand Total | % |
|--------------|-------------|------|
| A | 2233 | 49% |
| B | 1745 | 39% |
| C | 461 | 10% |
| D | 54 | 1% |
| F | 25 | 1% |
| N/A | | |
| Grand Total* | 4518 | 100% |

Are Helpful

| G14 | Grand Total | % |
|--------------|-------------|------|
| A | 2281 | 48% |
| B | 1822 | 38% |
| C | 552 | 12% |
| D | 89 | 2% |
| F | 39 | 1% |
| N/A | 100 | |
| Grand Total* | 4783 | 100% |

Are Courteous

| G15 | Grand Total | % |
|--------------|-------------|------|
| A | 2227 | 46% |
| B | 1735 | 36% |
| C | 690 | 14% |
| D | 147 | 3% |
| F | 48 | 1% |
| N/A | 40 | |
| Grand Total* | 4847 | 100% |

Make Regular Station Announcements

| G16 | Grand Total | % |
|--------------|-------------|------|
| A | 1819 | 38% |
| B | 1755 | 37% |
| C | 884 | 18% |
| D | 270 | 6% |
| F | 78 | 2% |
| N/A | 70 | |
| Grand Total* | 4806 | 100% |

Make Timely Delay Announcements

| G17 | Grand Total | % |
|--------------|-------------|------|
| A | 1574 | 33% |
| B | 1622 | 34% |
| C | 1029 | 21% |
| D | 434 | 9% |
| F | 162 | 3% |
| N/A | 57 | |
| Grand Total* | 4821 | 100% |

Check Tickets Regularly

| G18 | Grand Total | % |
|--------------|-------------|------|
| A | 1877 | 39% |
| B | 1762 | 36% |
| C | 837 | 17% |
| D | 272 | 6% |
| F | 100 | 2% |
| N/A | 24 | |
| Grand Total* | 4848 | 100% |

Present A Professional Appearance

| G19 | Grand Total | % |
|--------------|-------------|------|
| A | 2544 | 52% |
| B | 1797 | 37% |
| C | 444 | 9% |
| D | 50 | 1% |
| F | 27 | 1% |
| N/A | 18 | |
| Grand Total* | 4862 | 100% |

Overall Crew Performance

| G20 | Grand Total | % |
|--------------|-------------|------|
| A | 1911 | 40% |
| B | 2082 | 44% |
| C | 681 | 14% |
| D | 93 | 2% |
| F | 17 | 0% |
| N/A | 20 | |
| Grand Total* | 4784 | 100% |

**VRE Operations:
Convenience of Schedules**

| G21 | Grand Total | % |
|--------------|-------------|------|
| A | 883 | 18% |
| B | 2020 | 41% |
| C | 1307 | 27% |
| D | 550 | 11% |
| F | 132 | 3% |
| N/A | 12 | |
| Grand Total* | 4892 | 100% |

On-Time Performance

| G22 | Grand Total | % |
|--------------|-------------|------|
| A | 595 | 12% |
| B | 2271 | 46% |
| C | 1359 | 28% |
| D | 552 | 11% |
| F | 120 | 2% |
| N/A | 13 | |
| Grand Total* | 4897 | 100% |

Cleanliness of Trains

| G23 | Grand Total | % |
|--------------|-------------|------|
| A | 2042 | 42% |
| B | 2167 | 44% |
| C | 590 | 12% |
| D | 88 | 2% |
| F | 20 | 0% |
| N/A | 12 | |
| Grand Total* | 4907 | 100% |

Ease of Buying a Ticket

| G28 | Grand Total | % |
|--------------|-------------|------|
| A | 1243 | 26% |
| B | 1866 | 39% |
| C | 1115 | 23% |
| D | 423 | 9% |
| F | 98 | 2% |
| N/A | 139 | |
| Grand Total* | 4745 | 100% |

Cleanliness of Stations

| G24 | Grand Total | % |
|--------------|-------------|------|
| A | 1753 | 36% |
| B | 2134 | 44% |
| C | 762 | 16% |
| D | 181 | 4% |
| F | 60 | 1% |
| N/A | 21 | |
| Grand Total* | 4890 | 100% |

Ease of Redeeming Metrocheks

| G29 | Grand Total | % |
|--------------|-------------|------|
| A | 896 | 27% |
| B | 1109 | 34% |
| C | 758 | 23% |
| D | 364 | 11% |
| F | 162 | 5% |
| N/A | 1519 | |
| Grand Total* | 3289 | 100% |

Communication Between VRE Staff & Riders

| G25 | Grand Total | % |
|--------------|-------------|------|
| A | 1122 | 24% |
| B | 2052 | 43% |
| C | 1148 | 24% |
| D | 333 | 7% |
| F | 81 | 2% |
| N/A | 111 | |
| Grand Total* | 4736 | 100% |

Station Parking Availability

| G30 | Grand Total | % |
|--------------|-------------|------|
| A | 1506 | 32% |
| B | 1452 | 31% |
| C | 879 | 19% |
| D | 580 | 12% |
| F | 237 | 5% |
| N/A | 199 | |
| Grand Total* | 4654 | 100% |

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

| G26 | Grand Total | % |
|--------------|-------------|------|
| A | 397 | 22% |
| B | 681 | 38% |
| C | 523 | 29% |
| D | 133 | 7% |
| F | 45 | 3% |
| N/A | 2960 | |
| Grand Total* | 1779 | 100% |

Quality of Public Address System on Train

| G31 | Grand Total | % |
|--------------|-------------|------|
| A | 777 | 16% |
| B | 1662 | 35% |
| C | 1494 | 31% |
| D | 663 | 14% |
| F | 154 | 3% |
| N/A | 119 | |
| Grand Total* | 4750 | 100% |

Reliability of Ticket Vending Machines

| G27 | Grand Total | % |
|--------------|-------------|------|
| A | 440 | 10% |
| B | 1284 | 30% |
| C | 1451 | 34% |
| D | 846 | 20% |
| F | 254 | 6% |
| N/A | 577 | |
| Grand Total* | 4275 | 100% |

Quality of Public Address System on Platform

| G32 | Grand Total | % |
|--------------|-------------|------|
| A | 766 | 16% |
| B | 1630 | 35% |
| C | 1481 | 31% |
| D | 630 | 13% |
| F | 207 | 4% |
| N/A | 138 | |
| Grand Total* | 4714 | 100% |

Timeliness of Platform Information

| G33 | Grand Total | % |
|--------------|-------------|------|
| A | 591 | 12% |
| B | 1465 | 31% |
| C | 1614 | 34% |
| D | 851 | 18% |
| F | 271 | 6% |
| N/A | 74 | |
| Grand Total* | 4792 | 100% |

Traffic Circulation at Station

| G38 | Grand Total | % |
|--------------|-------------|------|
| A | 838 | 18% |
| B | 1708 | 37% |
| C | 1391 | 30% |
| D | 492 | 11% |
| F | 190 | 4% |
| N/A | 166 | |
| Grand Total* | 4619 | 100% |

Personal Security at Station and on Train

| G34 | Grand Total | % |
|--------------|-------------|------|
| A | 1116 | 24% |
| B | 1834 | 40% |
| C | 1215 | 27% |
| D | 277 | 6% |
| F | 116 | 3% |
| N/A | 315 | |
| Grand Total* | 4558 | 100% |

Station Signage

| G39 | Grand Total | % |
|--------------|-------------|------|
| A | 1141 | 25% |
| B | 1983 | 43% |
| C | 1176 | 26% |
| D | 246 | 5% |
| F | 56 | 1% |
| N/A | 142 | |
| Grand Total* | 4602 | 100% |

Safety of Train Equipment

| G35 | Grand Total | % |
|--------------|-------------|------|
| A | 1388 | 32% |
| B | 2050 | 47% |
| C | 820 | 19% |
| D | 90 | 2% |
| F | 20 | 0% |
| N/A | 385 | |
| Grand Total* | 4368 | 100% |

Level of Fare for Quality and Value of Service

| G40 | Grand Total | % |
|--------------|-------------|------|
| A | 754 | 16% |
| B | 1836 | 39% |
| C | 1551 | 33% |
| D | 481 | 10% |
| F | 134 | 3% |
| N/A | 42 | |
| Grand Total* | 4756 | 100% |

Lighting at Morning Station

| G36 | Grand Total | % |
|--------------|-------------|------|
| A | 1628 | 34% |
| B | 2097 | 44% |
| C | 820 | 17% |
| D | 143 | 3% |
| F | 38 | 1% |
| N/A | 103 | |
| Grand Total* | 4726 | 100% |

Overall Service Quality

| G41 | Grand Total | % |
|--------------|-------------|------|
| A | 1044 | 22% |
| B | 2538 | 53% |
| C | 1037 | 22% |
| D | 152 | 3% |
| F | 16 | 0% |
| N/A | 14 | |
| Grand Total* | 4787 | 100% |

Lighting at Evening Station

| G37 | Grand Total | % |
|--------------|-------------|------|
| A | 1591 | 34% |
| B | 2073 | 45% |
| C | 802 | 17% |
| D | 133 | 3% |
| F | 33 | 1% |
| N/A | 176 | |
| Grand Total* | 4632 | 100% |