

2012 Customer Opinion Survey Results



VRE's 2012 Customer Opinion Survey was conducted onboard all morning northbound trains on May 9, 2012. Below are the results from that survey. 6,296 riders responded out of the 10,098 morning passengers that day.

Rider Response by Train

	Train	Total	
	Manassas 322	327	5%
	Manassas 324	443	7%
	Manassas 326	703	11%
	Manassas 328	628	10%
	Manassas 330	529	8%
	Manassas 332	425	7%
	Amtrak 176	12	0%
	Amtrak 86	73	1%
	Amtrak 174	33	1%
	Amtrak 84	0	0%
	Fredericksburg 300	388	6%
	Fredericksburg 302	433	7%
	Fredericksburg 304	460	7%
	Fredericksburg 306	639	10%
	Fredericksburg 308	536	9%
	Fredericksburg 310	410	7%
	Fredericksburg 312	257	4%
Grand Total		6296	100%

1) What train will you take this evening?

1)		Total	
A	Fredericksburg 301	60	1%
B	Fredericksburg 303	681	11%
C	Fredericksburg 305	618	10%
D	Fredericksburg 307	667	11%
E	Fredericksburg 309	602	10%
F	Fredericksburg 311	343	6%
G	Fredericksburg 313	127	2%
H	Manassas 325	48	1%
I	Manassas 327	562	9%
J	Manassas 329	767	12%
K	Manassas 331	758	12%
L	Manassas 333	502	8%
M	Manassas 335	289	5%
N	Manassas 337	103	2%
O	Amtrak 125	8	0%
P	Amtrak 171	35	1%
Q	Amtrak 93	18	0%
R	Amtrak 85	35	1%
Grand Total		6223	100%

2) How long have you been riding VRE?

2)		Total	
A	Less than a year	1182	19%
B	1-3 years	1985	32%
C	4-6 years	1246	20%
D	7-9 years	740	12%
E	10-12 years	484	8%
F	13-15 years	263	4%
G	16-19 years	214	3%
H	Since the beginning	174	3%
Grand Total		6288	100%

3) Has VRE service improved over the last year?

3)		Total	
A	Yes	3395	55%
B	No	104	2%
C	Same	1849	30%
D	No comment	881	14%
Grand Total		6229	100%

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

4)		Total	
A	On-time performance	1599	26%
B	Lack of seats	817	13%
C	Lack of parking	364	6%
D	Older equipment	192	3%
E	Cost	1837	29%
F	Communication	58	1%
G	Security	60	1%
H	Frequency of service	769	12%
I	Crews	24	0%
J	Other	124	2%
K	No concerns	414	7%
Grand Total		6258	100%

5) What do you think should be VRE's top priority to address within the next year?

5)		Total	
A	More seats on the trains	1552	26%
B	More parking at stations	597	10%
C	More frequent service	1773	29%
D	Reverse flow service	423	7%
E	Implementing SmarTrip capabilities	691	11%
F	Implementing WiFi	1018	17%
Grand Total		6054	100%

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

6)		Total	
A	Broad Run	882	14%
B	Manassas	630	10%
C	Manassas Park	594	9%
D	Burke Centre	634	10%
E	Rolling Road	270	4%
F	Backlick Road	65	1%
G	Fredericksburg	1040	17%
H	Leeland Road	674	11%
I	Brooke	410	7%
J	Quantico	211	3%
K	Rippon	379	6%
L	Woodbridge	291	5%
M	Lorton	142	2%
N	Franconia/Springfield	26	0%
O	Alexandria	9	0%
Grand Total		6257	100%

7) At which station will you detrain this morning?

7)		Total	
A	Union Station	1304	21%
B	L'Enfant	2529	40%
C	Crystal City	1225	20%
D	Alexandria	619	10%
E	Backlick Road	24	0%
F	Quantico	141	2%
G	Woodbridge	41	1%
H	Lorton	205	3%
I	Franconia/Springfield	148	2%
J	Rippon	16	0%
K	Other	8	0%
Grand Total		6260	100%

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

8)		Total	
A	Fewer than 5 miles	3352	54%
B	5-10 miles	1768	28%
C	11-15 miles	593	9%
D	16-20 miles	232	4%
E	21-25 miles	120	2%
F	More than 25 miles	195	3%
Grand Total		6260	100%

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

9)		Total	
A	Drove alone / Parked	5040	81%
B	Drove / Rode with others and parked	343	5%
C	Dropped off by car	492	8%
D	Metrobus	0	0%
E	Walked	279	4%
F	Bike	21	0%
G	OmniLink	6	0%
H	Fairfax Connector	1	0%
I	DASH	3	0%
J	FRED	60	1%
K	Other	14	0%
Grand Total		6259	100%

10) What is your home zip code?

Zip	Total	Zip	Total	Zip	Total	Zip	Total
22405	461	22663	4	23236	2	22455	1
20111	394	22728	4	23294	2	22467	1
22015	375	23059	4	23831	2	22469	1
20110	368	23069	4	23832	2	22493	1
22554	368	23117	4	12587	1	22495	1
22191	337	20152	3	15601	1	22520	1
20136	320	22037	3	17602	1	22536	1
22407	276	22206	3	20002	1	22538	1
22401	234	22302	3	20015	1	22542	1
22408	226	22310	3	20016	1	22552	1
20112	224	22314	3	20023	1	22561	1
22032	214	22409	3	20101	1	22572	1
20155	183	22427	3	20106	1	22601	1
22193	134	22559	3	20127	1	22602	1
22406	125	22567	3	20132	1	22610	1
22192	122	22642	3	20135	1	22652	1
20109	109	22655	3	20139	1	22664	1
22079	101	22657	3	20148	1	22707	1
22485	94	22734	3	20156	1	22720	1
22556	90	22737	3	20158	1	22726	1
20169	84	22742	3	20180	1	22731	1
22553	81	22960	3	20193	1	22736	1
20187	71	23222	3	20198	1	22749	1
22030	68	23223	3	20408	1	22812	1
22039	67	20108	2	20701	1	22835	1
20181	64	20128	2	22004	1	22902	1
22152	54	20130	2	22012	1	22903	1
20121	52	20143	2	22018	1	22907	1
20124	47	20165	2	22019	1	22908	1
22172	41	22014	2	22029	1	22911	1
22551	41	22143	2	22047	1	22932	1
22153	40	22171	2	22060	1	22980	1
22151	38	22181	2	22066	1	22981	1
22003	35	22202	2	22073	1	23009	1
22025	35	22354	2	22076	1	23040	1
22546	30	22402	2	22077	1	23084	1
22026	29	22445	2	22115	1	23111	1
20120	28	22514	2	22125	1	23185	1
22508	27	22535	2	22125	1	23188	1
20186	25	22555	2	22131	1	23221	1
22701	22	22560	2	22142	1	23225	1
22712	19	22645	2	22157	1	23226	1
22134	17	22724	2	22173	1	23231	1
20119	15	22735	2	22177	1	23235	1
22033	15	22905	2	22215	1	23314	1
22150	11	22963	2	22254	1	23322	1
22312	9	23005	2	22301	1	23405	1
22580	9	23024	2	22307	1	23411	1
20115	8	23060	2	22309	1	23669	1
22031	8	23093	2	22311	1	23838	1
22315	8	23116	2	22400	1	24612	1
20137	7	23224	2	22403	1	28806	1
22534	7	23228	2	22436	1	30068	1
22630	7	23233	2	22438	1	32903	1
20151	5	23234	2	22454	1	80303	1

11) What is your work zip code?

Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total
22202	590	20598	19	22020	6	20782	3	22032	2	20233	1	20737	1	22322	1
22314	283	20226	18	22215	6	20815	3	22037	2	20236	1	20743	1	22353	1
20001	233	20420	18	22302	6	22022	3	22040	2	20239	1	20771	1	22403	1
20002	228	20224	17	22306	6	22031	3	22050	2	20243	1	20785	1	22408	1
20024	201	22079	17	20012	5	22042	3	22052	2	20246	1	20829	1	22409	1
20591	150	22315	17	20015	5	22043	3	22110	2	20251	1	20850	1	22410	1
20005	128	20314	16	20032	5	22046	3	22132	2	20254	1	20858	1	22423	1
22060	122	20376	16	20064	5	22182	3	22193	2	20258	1	20874	1	22424	1
22134	111	20401	16	20814	5	22192	3	22208	2	20307	1	20899	1	22449	1
20004	98	20528	16	20892	5	22207	3	22220	2	20312	1	20902	1	22501	1
20003	87	22301	16	22003	5	22210	3	22303	2	20323	1	20912	1	22507	1
20585	83	20007	15	22011	5	22211	3	22309	2	20335	1	20951	1	22509	1
20036	76	20010	15	22205	5	22214	3	22323	2	20336	1	21003	1	22510	1
20202	69	20013	15	22212	5	22226	3	22407	2	20349	1	21010	1	22528	1
22204	66	20219	15	20011	4	22232	3	22448	2	20352	1	21046	1	22554	1
20006	63	20374	15	20018	4	22401	3	22485	2	20356	1	21201	1	22593	1
20590	58	20049	14	20022	4	22405	3	22529	2	20367	1	21229	1	22709	1
20549	55	20318	14	20026	4	20000	2	22551	2	20380	1	21341	1	22772	1
20535	54	20220	13	20030	4	20019	2	22585	2	20385	1	22004	1	22850	1
22209	52	20230	13	20421	4	20029	2	25091	2	20391	1	22005	1	23076	1
22201	49	20407	13	20447	4	20031	2	25901	2	20400	1	22025	1	23109	1
20250	46	22191	13	20507	4	20040	2	10001	1	20406	1	22026	1	23116	1
20410	46	20554	12	20746	4	20042	2	10002	1	20415	1	22028	1	23134	1
20212	42	20560	12	20852	4	20052	2	10036	1	20423	1	22033	1	23201	1
20310	40	22304	12	22001	4	20059	2	10560	1	20424	1	22035	1	23214	1
20515	39	22313	12	22021	4	20060	2	20014	1	20425	1	22035	1	23234	1
20201	38	20340	11	22034	4	20150	2	20023	1	20427	1	22036	1	23306	1
20472	38	20416	11	22102	4	20152	2	20041	1	20428	1	22051	1	23314	1
20510	38	22206	11	22122	4	20155	2	20047	1	20429	1	22053	1	23350	1
20530	38	22311	11	22305	4	20208	2	20054	1	20430	1	22058	1	23456	1
20529	37	20319	10	22312	4	20211	2	20056	1	20441	1	22059	1	23479	1
20426	36	20523	10	20017	3	20221	2	20057	1	20442	1	22061	1	23501	1
20536	34	22030	10	20021	3	20227	2	20058	1	20458	1	22062	1	23503	1
20210	33	20016	9	20043	3	20313	2	20062	1	20459	1	22063	1	23549	1
20593	33	20520	9	20044	3	20370	2	20071	1	20470	1	22073	1	23552	1
20910	33	20222	8	20045	3	20405	2	20079	1	20491	1	22090	1	23762	1
22150	30	20436	8	20050	3	20433	2	20080	1	20500	1	22092	1	23805	1
20229	28	20531	8	20110	3	20445	2	20081	1	20501	1	22093	1	24005	1
20301	27	20547	8	20151	3	20455	2	20085	1	20504	1	22101	1	24007	1
22310	27	20580	8	20159	3	20509	2	20093	1	20506	1	22107	1	24016	1
20350	26	20008	7	20217	3	20522	2	20103	1	20506	1	22109	1	24141	1
22203	26	20417	7	20228	3	20543	2	20111	1	20508	1	22123	1	24172	1
20330	25	20565	7	20232	3	20592	2	20126	1	20512	1	22124	1	24314	1
22332	25	20594	7	20240	3	20597	2	20144	1	20514	1	22130	1	24515	1
20037	24	22041	7	20373	3	20740	2	20147	1	20516	1	22135	1	25049	1
20544	24	22151	7	20375	3	20742	2	20154	1	20525	1	22139	1	25098	1
20009	22	22153	7	20408	3	20762	2	20164	1	20541	1	22152	1	28024	1
20546	22	22331	7	20422	3	20889	2	20165	1	20553	1	22172	1	28809	1
20548	22	20020	6	20456	3	20901	2	20167	1	20557	1	22200	1	31950	1
22350	22	20025	6	20463	3	22009	2	20191	1	20583	1	22221	1	32054	1
20237	21	20065	6	20503	3	22015	2	20192	1	20596	1	22230	1	33401	1
20540	21	20223	6	20570	3	22016	2	20200	1	20624	1	22240	1	50001	1
20260	20	20526	6	20571	3	22024	2	20204	1	20640	1	22241	1	50023	1
20534	20	20755	6	20573	3	22026	2	20205	1	20660	1	22260	1	55205	1
20460	19	22002	6	20706	3	22029	2	20207	1	20705	1	22292	1	98933	1
								20710	1	22318	1	99505	1		

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

12)		Total	
A	Walk	4020	67%
B	Bike	17	0%
C	Taxi	19	0%
D	Metrorail	1305	22%
E	Car	290	5%
F	Metrobus	186	3%
G	ART bus	12	0%
H	MARC	20	0%
I	DASH	91	2%
J	Fairfax Connector	57	1%
K	DC Circulator	19	0%
Grand Total		6036	100%

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

13)		Total	
A	Daily	487	8%
B	Once a week	113	2%
C	2-3 times per week	206	3%
D	2-3 times per month	286	5%
E	Once a month or less	918	15%
F	Never	4250	68%
Grand Total		6260	100%

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

14)		Total	
A	Always use VRE	1776	29%
B	Drive alone	2455	39%
C	Carpool	244	4%
D	Vanpool	8	0%
E	Car and Metrorail	1095	18%
F	Bus	46	1%
G	Car and Bus	39	1%
H	Bus and Metrorail	87	1%
I	Metrorail	197	3%
J	"Slug"	168	3%
K	Other	116	2%
Grand Total		6231	100%

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

15)		Total	
A	Drove alone	2627	42%
B	Carpool	462	7%
C	Vanpool	177	3%
D	Car and Metrorail	719	12%
E	Bus	173	3%
F	Car and Bus	88	1%
G	Bus and Metrorail	230	4%
H	Metrorail	334	5%
I	"Slug"	221	4%
J	I Have Always Used VRE	1074	17%
K	Other	128	2%
Grand Total		6233	100%

16) How often do you normally ride VRE?

16)		Total	
A	Once a week	42	1%
B	Twice a week	100	2%
C	Three times a week	438	7%
D	Four times a week	1143	18%
E	Five times a week	4428	71%
F	Once or Twice a month	40	1%
G	A few times per year	38	1%
H	This is my first ride	18	0%
Grand Total		6247	100%

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

17)		Total	
A	More than 10 times per month	308	5%
B	8-10 times per month	110	2%
C	5-7 times per month	370	6%
D	2-4 times per month	1391	22%
E	Once a month or less	2323	37%
F	Never	1730	28%
Grand Total		6232	100%

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

18)		Total	
A	Yes, 1 day	1035	17%
B	Yes, 2 days	285	5%
C	Yes, more than 2 days	71	1%
D	No	4851	78%
Grand Total		6242	100%

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

19)		Total
A	Monday	427
B	Tuesday	262
C	Wednesday	178
D	Thursday	319
E	Friday	822

20) Does your employer offer flex scheduling and if so, what is your schedule?

20)		Total	
A	4, 10-hour days	233	4%
B	9-hour days with 1 day off every two weeks	1293	21%
C	Other	751	12%
D	I do not have flex scheduling	3785	62%
Grand Total		6062	100%

21) What type of ticket do you normally use?

21)		Total	
A	Single-Ride/Round-Trip	140	2%
B	Monthly	4441	72%
C	Five-Day Pass	210	3%
D	Ten-Trip	1301	21%
E	TLC (Joint VRE-Metro Fare Card)	103	2%
Grand Total		6195	100%

22) Where do you normally purchase your tickets?

22)		Total	
A	Vendor	1445	24%
B	Station Ticket Vending Machine (TVM)	1727	28%
C	Internet from www.commuterdirect.com	2967	48%
Grand Total		6139	100%

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

23)		Total
A	SmartBenefit transit subsidy	4097
B	Non-SmartBenefit transit subsidy	328
C	Pre-tax payment for transit passes	796
D	Free/subsidized employee parking	445
E	Other commuting benefit	315

24) Have you registered with the SmartBenefits personalized account service to buy your VRE tickets through CommuterDirect or other vendors?

24)		Total	
A	Yes	4078	67%
B	No	2052	33%
Grand Total		6130	100%

25) If no, why not?

25)		Total	
A	Don't want to wait for tickets through mail	289	15%
B	Don't receive transit benefits	712	37%
C	Sign up too confusing or not convenient	262	14%
D	Prefer other ticket purchase options	650	34%
Grand Total		1913	100%

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

26)		Total
A	I use the website	5245
B	I call VRE's office (703) 684-1001	217
C	I ask the conductor	301
D	I call the VRE 800 # (800-RIDE-VRE)	176
E	I check my email or log into the Train Talk system to check for updates	912
F	I check VRE's Facebook page	51
G	I check VRE's Twitter feed	117

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

27)		Total	
A	I never miss an issue	2393	39%
B	Sometimes	3207	52%
C	Never	572	9%
Grand Total		6172	100%

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

28)	Total	%
1	446	9%
2	182	4%
3	263	5%
4	252	5%
5	669	13%
6	576	11%
7	746	15%
8	975	19%
9	424	8%
10	546	11%
Grand Total	5079	100%

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

29)		Total	%			Total	%
A	WAMU FM/88.5	516	9%				
B	WBQB/101.5	206	4%	N	WASH FM/97.1	134	2%
C	WTOP FM/103.5	1659	30%	O	WFLS FM/93.3	207	4%
D	WJZW FM/105.9	86	2%	P	WJFK FM/106.7	140	2%
E	WMZQ FM/98.7	169	3%	Q	WMAL AM/630	180	3%
F	WTEM AM/980	35	1%	R	WPGC FM/95.5	79	1%
G	WGRX FM/104.5	50	1%	S	WWRC AM/570	6	0%
H	WTGB FM/94.7	49	1%	T	WBIG FM/100.3	142	3%
I	WETA FM/90.9	110	2%	U	WIHT FM/99.5	237	4%
J	WHUR FM/96.3	188	3%	V	WJYJ FM/90.5	43	1%
K	WKYS FM/93.9	63	1%	W	WMMJ FM/102.3	57	1%
L	WYSK FM/99.3	42	1%	X	WRQX FM/107.3	95	2%
M	WWDC FM/101.1	152	3%	Y	OTHER	963	17%
Grand Total				5608		100%	

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

30)		Total
A	Washington Post	2355
B	Fredericksburg Free-Lance Star	933
C	Wall Street Journal	339
D	USA Today	412
E	Washington Times	290
F	Potomac/Manassas Journal Messenger	176
G	New York Times	296
H	Other	1664

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

31)		Total
A	Facebook	3356
B	MySpace	34
C	LinkedIn	1674
D	Twitter	648
E	Friendster	2
F	Reddit	54
G	Other	234

32) Which type of smartphone would you PREFER to use?

32)		Total	
A	Windows	153	3%
B	Blackberry	767	13%
C	iPhone	2342	39%
D	Android	1737	29%
E	Palm	14	0%
F	None or N/A	986	16%
Grand Total		5999	100%

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

33)		Total
A	Traffic	3463
B	Old way of commuting became unattractive	885
C	Recommended by a friend	939
D	Co-workers	428
E	Website	75
F	SmartBenefits	1032
G	New job	1831
H	New home	1343
I	Newspaper ad/Radio commercial	14
J	Guaranteed Ride Home	325
K	Joint service with Amtrak	152
L	Free bus connections	98
M	Friends on the train	81
N	I just love trains	261
O	Wanted to try the train, then liked it	725
P	Other	295

34) For whom do you work?

34)		Total	
A	Federal government	3874	63%
B	State government	52	1%
C	Local government	79	1%
D	Military agency or position	305	5%
E	Private Company	1437	23%
F	Association	180	3%
G	Self Employed	44	1%
H	Student	20	0%
I	Tourist	4	0%
J	Other	183	3%
Grand Total		6178	100%

VRE Report Card

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

G1	Grand Total	%
A	2829	50%
B	2143	38%
C	580	10%
D	66	1%
F	32	1%
N/A	271	
Grand Total*	5650	100%

Friendliness of VRE Staff

G2	Grand Total	%
A	3043	52%
B	2131	37%
C	528	9%
D	94	2%
F	30	1%
N/A	120	
Grand Total*	5826	100%

VRE Follow-Up to Delays Or Problems

G3	Grand Total	%
A	1204	22%
B	2138	39%
C	1553	28%
D	413	8%
F	142	3%
N/A	430	
Grand Total*	5450	100%

Lost And Found Department

G4	Grand Total	%
A	1104	40%
B	804	29%
C	480	18%
D	199	7%
F	144	5%
N/A	3121	
Grand Total*	2731	100%

Usefulness of Rail Time

G5	Grand Total	%
A	1685	35%
B	1979	42%
C	833	18%
D	199	4%
F	58	1%
N/A	1082	
Grand Total*	4754	100%

Timeliness of E-Mail Responses

G6	Grand Total	%
A	722	23%
B	1100	35%
C	872	28%
D	286	9%
F	140	4%
N/A	2686	
Grand Total*	3120	100%

Quality of E-Mail Responses

G7	Grand Total	%
A	771	25%
B	1221	40%
C	752	24%
D	230	7%
F	110	4%
N/A	2691	
Grand Total*	3084	100%

Quality of Website

G8	Grand Total	%
A	1474	26%
B	2695	48%
C	1203	22%
D	165	3%
F	31	1%
N/A	296	
Grand Total*	5568	100%

Timeliness of Website Information

G9	Grand Total	%
A	1231	24%
B	2315	45%
C	1317	26%
D	249	5%
F	41	1%
N/A	647	
Grand Total*	5153	100%

Timeliness of Train Talk (E-Mail News Service)

G10	Grand Total	%
A	938	22%
B	1786	42%
C	1147	27%
D	262	6%
F	79	2%
N/A	1573	
Grand Total*	4212	100%

Quality of Train Talk

G11	Grand Total	%
A	962	22%
B	1970	45%
C	1183	27%
D	203	5%
F	53	1%
N/A	1389	
Grand Total*	4371	100%

Make Regular Station Announcements

G16	Grand Total	%
A	2840	49%
B	1970	34%
C	779	13%
D	209	4%
F	50	1%
N/A	68	
Grand Total*	5848	100%

Overall Communication With Passengers

G12	Grand Total	%
A	1344	24%
B	2685	48%
C	1249	22%
D	231	4%
F	61	1%
N/A	273	
Grand Total*	5570	100%

Make Timely Delay Announcements

G17	Grand Total	%
A	2404	41%
B	1990	34%
C	989	17%
D	337	6%
F	99	2%
N/A	93	
Grand Total*	5819	100%

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

G13	Grand Total	%
A	2884	54%
B	1976	37%
C	455	8%
D	49	1%
F	14	0%
N/A	493	
Grand Total*	5378	100%

Check Tickets Regularly

G18	Grand Total	%
A	2519	43%
B	2074	35%
C	910	15%
D	266	5%
F	120	2%
N/A	43	
Grand Total*	5889	100%

Are Helpful

G14	Grand Total	%
A	3250	56%
B	1960	34%
C	484	8%
D	75	1%
F	26	0%
N/A	119	
Grand Total*	5795	100%

Present A Professional Appearance

G19	Grand Total	%
A	3646	62%
B	1882	32%
C	311	5%
D	48	1%
F	14	0%
N/A	25	
Grand Total*	5926	100%

Are Courteous

G15	Grand Total	%
A	3325	57%
B	1929	33%
C	478	8%
D	109	2%
F	33	1%
N/A	49	
Grand Total*	5874	100%

Overall Crew Performance

G20	Grand Total	%
A	3000	51%
B	2289	39%
C	518	9%
D	70	1%
F	13	0%
N/A	27	
Grand Total*	5890	100%

VRE Operations:**Convenience of Schedules**

G21	Grand Total	%
A	1054	18%
B	2401	41%
C	1688	29%
D	621	11%
F	117	2%
N/A	24	
Grand Total*	5881	100%

On-Time Performance

G22	Grand Total	%
A	1878	32%
B	3128	53%
C	769	13%
D	106	2%
F	16	0%
N/A	22	
Grand Total*	5897	100%

Cleanliness of Trains

G23	Grand Total	%
A	3141	53%
B	2264	38%
C	421	7%
D	74	1%
F	15	0%
N/A	16	
Grand Total*	5915	100%

Cleanliness of Stations

G24	Grand Total	%
A	2557	43%
B	2427	41%
C	710	12%
D	154	3%
F	31	1%
N/A	34	
Grand Total*	5913	99%

Communication Between VRE Staff & Riders

G25	Grand Total	%
A	1802	32%
B	2608	46%
C	1038	18%
D	210	4%
F	52	1%
N/A	165	
Grand Total*	5710	100%

Automated Phone System (800 RIDE VRE)

G26	Grand Total	%
A	506	27%
B	735	40%
C	488	26%
D	84	5%
F	31	2%
N/A	3886	
Grand Total*	1844	100%

Reliability of Ticket Vending Machines

G27	Grand Total	%
A	960	20%
B	1799	38%
C	1393	29%
D	523	11%
F	122	3%
N/A	1050	
Grand Total*	4797	100%

Ease of Buying a Ticket

G28	Grand Total	%
A	2086	37%
B	2131	38%
C	989	18%
D	303	5%
F	78	1%
N/A	284	
Grand Total*	5587	100%

Ease of Redeeming SmartBenefits

G29	Grand Total	%
A	1331	31%
B	1358	32%
C	851	20%
D	453	11%
F	244	6%
N/A	1579	
Grand Total*	4237	100%

Station Parking Availability

G30	Grand Total	%
A	1606	27%
B	1744	30%
C	1223	21%
D	738	13%
F	294	5%
N/A	270	
Grand Total*	5875	95%

Quality of Public Address System on Train

G31	Grand Total	%
A	1163	20%
B	2131	37%
C	1668	29%
D	600	11%
F	139	2%
N/A	175	
Grand Total*	5701	100%

Quality of Public Address System on Platform

G32	Grand Total	%
A	1027	18%
B	1848	33%
C	1737	31%
D	791	14%
F	248	4%
N/A	223	
Grand Total*	5651	100%

Timeliness of Platform Information

G33	Grand Total	%
A	933	16%
B	1915	34%
C	1834	32%
D	787	14%
F	226	4%
N/A	154	
Grand Total*	5695	100%

Personal Security at Station and on Train

G34	Grand Total	%
A	1556	28%
B	2187	40%
C	1301	24%
D	310	6%
F	117	2%
N/A	364	
Grand Total*	5471	100%

Safety of Train Equipment

G35	Grand Total	%
A	2008	38%
B	2393	46%
C	790	15%
D	49	1%
F	15	0%
N/A	554	
Grand Total*	5255	100%

Lighting at Morning Station

G36	Grand Total	%
A	2254	39%
B	2456	43%
C	846	15%
D	131	2%
F	31	1%
N/A	151	
Grand Total*	5718	100%

Lighting at Evening Station

G37	Grand Total	%
A	2204	39%
B	2435	43%
C	842	15%
D	114	2%
F	34	1%
N/A	236	
Grand Total*	5629	100%

Traffic Circulation at Station

G38	Grand Total	%
A	1053	19%
B	1945	34%
C	1696	30%
D	678	12%
F	266	5%
N/A	211	
Grand Total*	5638	100%

Station Signage

G39	Grand Total	%
A	1580	28%
B	2389	43%
C	1363	24%
D	225	4%
F	53	1%
N/A	208	
Grand Total*	5610	100%

Level of Fare for Quality and Value of Service

G40	Grand Total	%
A	1061	18%
B	2503	43%
C	1771	30%
D	420	7%
F	78	1%
N/A	49	
Grand Total*	5833	100%

Overall Service Quality

G41	Grand Total	%
A	1772	30%
B	3174	54%
C	855	15%
D	74	1%
F	7	0%
N/A	22	
Grand Total*	5882	100%

THE FOLLOWING DEMOGRAPHIC INFORMATION IS REQUESTED TO MEET FEDERAL TRANSIT ADMINISTRATION GUIDELINES.

35) Your gender:

35)		Total	%
A	Male	3802	63%
B	Female	2258	37%
Grand Total		6060	100%

36) Your age:

36)		Total	%
A	Under 18	6	0%
B	18-24	130	2%
C	25-34	889	15%
D	35-44	1307	22%
E	45-54	2053	34%
F	55-64	1403	23%
G	65+	246	4%
Grand Total		6034	100%

37) Which best represents your annual household income?

37)		Total	%
A	Under \$25,000	45	1%
B	\$25,000 - 49,999	189	3%
C	\$50,000 - 74,999	486	9%
D	\$75,000 - 99,999	776	14%
E	\$100,000 -124,999	1158	21%
F	\$125,000 – 149,999	1024	18%
G	\$150,000 -174,999	746	13%
H	\$175,000+	1190	21%
Grand Total		5614	100%

38) Do you:

38)		Total	%
A	Own your home/ townhouse/ condo	4958	84%
B	Rent a home/ townhouse/ condo/ apartment/ room	956	16%
Grand Total		5914	100%

39) In your household, there are:

39)		Total	%
A	0 cars	29	0%
B	1 car	1007	17%
C	2 cars	2999	50%
D	>2 cars	1963	33%
Grand Total		5998	100%

40) Your Ethnic origin/Race:

40)		Total	%
A	Caucasian	3977	69%
B	African American	872	15%
C	Asian/Pacific Islander	361	6%
D	Hispanic	252	4%
E	Native American	36	1%
F	Multi-ethnic	122	2%
G	Other	165	3%
Grand Total		5785	100%

41) What languages are you proficient in? (Circle all that apply)

41)		Total
A	Arabic	54
B	Mandarin/Cantonese	71
C	English	5611
D	French	240
E	German	195
F	Korean	40
G	Spanish	498
H	Other	421

42) Marital Status:

42)		Total	%
A	Married	4541	77%
B	Single	895	15%
C	Widowed/ Divorced	490	8%
Grand Total		5926	100%