



2014 Customer Opinion Survey Results



VRE's 2014 Customer Opinion Survey was conducted onboard all morning northbound trains on May 7, 2014. Below are the results from that survey. 5,905 riders responded out of the 10,116 morning passengers that day.

1) Rider Response by Train

A	Fredericksburg 301	36	0.61%
B	Fredericksburg 303	741	12.55%
C	Fredericksburg 305	619	10.48%
D	Fredericksburg 307	653	11.06%
E	Fredericksburg 309	590	9.99%
F	Fredericksburg 311	257	4.35%
G	Fredericksburg 313	113	1.91%
H	Manassas 325	26	0.44%
I	Manassas 327	534	9.04%
J	Manassas 329	701	11.87%
K	Manassas 331	662	11.21%
L	Manassas 333	512	8.67%
M	Manassas 335	254	4.30%
N	Manassas 337	124	2.10%
O	Amtrak 95	7	0.12%
P	Amtrak 125	35	0.59%
Q	Amtrak 171	18	0.30%
R	Amtrak 93	19	0.32%
S	Amtrak 85	4	0.07%
Grand Total		5905	100.00%

2) Length of time riding VRE?

A	Less than a year	897	15.10%
B	1-3 years	1875	31.57%
C	4-6 years	1211	20.39%
D	7-9 years	684	11.52%
E	10-12 years	519	8.74%
F	13-15 years	344	5.79%
G	16-18 years	141	2.37%
H	19-21 years	135	2.27%
I	Since the start in 1992	133	2.24%
Grand Total		5939	100.00%

3) Has the VRE service improve over the last year?

A	Yes, improved	2009	34.09%
B	No, service declined	157	2.66%
C	Service is the same as last year	3002	50.94%
D	No comment	725	12.30%
Grand Total		5893	100.00%

4) What is your *number one* concern about VRE service?

A	On-time performance	1309	22.09%
B	Lack of seats	712	12.01%
C	Lack of parking	320	5.40%
D	Older equipment	213	3.59%
E	Cost	1639	27.65%
F	Communication	62	1.05%
G	Security	72	1.21%
H	Frequency of service	975	16.45%
I	Crews	17	0.29%
J	Other	132	2.23%
K	Don't have concerns	476	8.03%
Grand Total		5927	100.00%

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

A	More seats on the trains	1108	23.90%
B	More parking spaces at stations	444	9.58%
C	More frequent service	1955	42.17%
D	Reverse flow service	524	11.30%
E	Implementing SmartTrip Capabilities	555	11.97%
F	Implementing Wi-Fi	1158	24.98%
Grand Total		4636	100.00%

6) Likely to recommend VRE to your friends or colleagues?

	1 (Not Likely at All)	12	0.21%
	2	23	0.39%
	3	24	0.41%
	4	34	0.58%
	5	196	3.36%
	6	260	4.45%
	7	715	12.24%
	8	1032	17.67%
	9	993	17.00%
	10 (Very Likely)	2553	43.70%
Grand Total		5842	100.00%

7) What is your normal origin station?

A	Broad Run	809	13.68%
B	Manassas	615	10.40%
C	Manassas Park	552	9.34%
D	Burke Centre	550	9.30%
E	Rolling Road	242	4.09%
F	Backlick Road	84	1.42%
G	Fredericksburg	1031	17.44%
H	Leeland Road	728	12.31%
I	Brooke	452	7.64%
J	Quantico	188	3.18%
K	Rippon	314	5.31%
L	Woodbridge	218	3.69%
M	Lorton	111	1.88%
N	Franconia/Springfield	10	0.17%
O	Alexandria	9	0.15%
Grand Total		5913	100.00%

8) What is your normal destination station?

A	Union Station	1294	21.89%
B	L'Enfant	2385	40.35%
C	Crystal City	1069	18.08%
D	Alexandria	568	9.61%
E	Backlick Road	30	0.51%
F	Quantico	142	2.40%
G	Woodbridge	59	1.00%
H	Lorton	191	3.23%
I	Franconia/Springfield	162	2.74%
J	Rippon	8	0.14%
K	Other	3	0.05%
Grand Total		5911	100.00%

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

A	Fewer than 5 miles	3101	52.48%
B	5-10 miles	1712	28.97%
C	11-15 miles	592	10.02%
D	16-20 miles	223	3.77%
E	21-25 miles	112	1.90%
F	More than 25 miles	169	2.86%
Grand Total		5909	100.00%

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

A	Drove alone / Parked	4828	81.69%
B	Drove / Rode with others and parked	286	4.84%
C	Dropped off by car	405	6.85%
D	Metrobus	2	0.03%
E	Walked	276	4.67%
F	Bike	33	0.56%
G	OmniLink	4	0.07%
H	Fairfax Connector	1	0.02%
I	DASH	0	0.00%
J	FRED	60	1.02%
K	Other	15	0.25%
Grand Total		5910	100.00%

11) What is your home Zip Code?

Zip Code	Total	Zip Code	Total	Zip Code	Total	Zip Code	Total	Zip Code	Total	Zip Code	Total	Zip Code	Total		
15774	1	20736	1	22445	1	22851	1	27193	1	23069	2	22304	6	20181	61
19424	1	20745	1	22454	1	22901	1	27508	1	23112	2	22315	6	20187	68
20012	1	20784	1	22461	1	22902	1	27539	1	23114	2	22580	7	22039	73
20015	1	20912	1	22465	1	22905	1	29193	1	23116	2	20151	8	22553	75
20019	1	21036	1	22467	1	22923	1	31408	1	23141	2	22134	9	22079	76
20026	1	22002	1	22469	1	22936	1	40374	1	23223	2	22630	9	20169	77
20039	1	22005	1	22501	1	23005	1	44205	1	20116	3	22728	9	20109	87
20107	1	22012	1	22539	1	23060	1	72015	1	20122	3	22312	10	22192	97
20117	1	22014	1	22552	1	23061	1	73172	1	20171	3	22712	10	22193	99
20128	1	22016	1	22555	1	23071	1	75762	1	22195	3	20137	11	22556	103
20129	1	22018	1	22567	1	23084	1	76137	1	22301	3	22033	11	22406	150
20133	1	22019	1	22583	1	23119	1	20134	2	22314	3	22150	12	20155	157
20143	1	22036	1	22584	1	23150	1	20139	2	22402	3	22701	20	22032	168
20148	1	22037	1	22586	1	23185	1	20152	2	22403	3	20119	21	20112	203
20157	1	22045	1	22645	1	23188	1	22060	2	22427	3	20186	23	22401	227
20158	1	22048	1	22657	1	23219	1	22075	2	22443	3	22025	26	22408	236
20164	1	22080	1	22663	1	23221	1	22102	2	22514	3	20120	27	22191	271
20165	1	22085	1	22706	1	23224	1	22111	2	22642	3	22003	29	20136	276
20168	1	22104	1	22714	1	23231	1	22124	2	22655	3	22026	29	22015	312
20176	1	22131	1	22721	1	23234	1	22309	2	22720	3	22153	32	22407	316
20182	1	22136	1	22726	1	23235	1	22310	2	22734	3	22546	32	20111	365
20188	1	22142	1	22735	1	23236	1	22354	2	23117	3	22172	40	20110	369
20211	1	22197	1	22736	1	23455	1	22463	2	23238	3	22151	41	22554	398
20236	1	22202	1	22738	1	23666	1	22559	2	22031	4	22508	42	22405	470
20316	1	22231	1	22740	1	23805	1	22565	2	22125	4	20124	45		
20405	1	22253	1	22741	1	23838	1	22713	2	22960	4	22551	47		
20655	1	22302	1	22749	1	23875	1	22737	2	20108	5	20121	48		
20709	1	22303	1	22791	1	24105	1	23015	2	22534	5	22152	50		
20719	1	22415	1	22804	1	24551	1	23024	2	22724	5	22030	57		
20721	1	22425	1	22812	1	27032	1	23059	2	20115	6	22485	60		

12) What is your work Zip Code?

Zip Code	Total	Zip Code	Total	Zip Code	Total	Zip Code	Total	Zip Code	Total	Zip Code	Total	Zip Code	Total
17000	1	20187	1	20504	1	22012	1	22343	1	24702	1	20370	2
00030	1	20190	1	20519	1	22014	1	22344	1	25007	1	20501	2
00220	1	20205	1	20524	1	22016	1	22356	1	25031	1	20506	2
10002	1	20208	1	20525	1	22017	1	22373	1	25085	1	20509	2
10005	1	20225	1	20551	1	22019	1	22400	1	25208	1	20522	2
10033	1	20232	1	20570	1	22031	1	22402	1	25209	1	20526	2
10036	1	20254	1	20571	1	22035	1	22405	1	25242	1	20559	2
10037	1	20265	1	20581	1	22036	1	22406	1	25409	1	20577	2
19426	1	20268	1	20583	1	22043	1	22413	1	26201	1	20592	2
20000	1	20281	1	20596	1	22046	1	22416	1	26540	1	20704	2
20029	1	20294	1	20599	1	22056	1	22426	1	27318	1	20737	2
20031	1	20295	1	20603	1	22058	1	22427	1	28301	1	20746	2
20041	1	20300	1	20607	1	22061	1	22432	1	28915	1	20782	2
20051	1	20316	1	20625	1	22064	1	22438	1	29901	1	20852	2
20053	1	20320	1	20640	1	22072	1	22443	1	30202	1	20951	2
20054	1	20326	1	20643	1	22119	1	22485	1	30210	1	21201	2
20055	1	20335	1	20659	1	22122	1	22509	1	30250	1	21202	2
20057	1	20342	1	20705	1	22125	1	22515	1	30536	1	22010	2
20059	1	20354	1	20736	1	22130	1	22529	1	30560	1	22021	2
20061	1	20369	1	20740	1	22135	1	22536	1	32780	1	22029	2
20071	1	20373	1	20744	1	22137	1	22549	1	33031	1	22033	2
20089	1	20375	1	20772	1	22146	1	22556	1	40016	1	22037	2
20090	1	20386	1	20774	1	22152	1	22560	1	44312	1	22040	2
20101	1	20391	1	20778	1	22159	1	22589	1	57314	1	22045	2
20112	1	20402	1	20781	1	22174	1	22590	1	75762	1	22051	2
20113	1	20409	1	20803	1	22179	1	22600	1	20021	2	22054	2
20115	1	20411	1	20812	1	22194	1	22622	1	20030	2	22059	2
20120	1	20412	1	20840	1	22210	1	22901	1	20035	2	22111	2
20125	1	20421	1	20850	1	22214	1	22931	1	20039	2	22132	2
20130	1	20423	1	20858	1	22222	1	23018	1	20042	2	22140	2
20143	1	20427	1	20891	1	22223	1	23033	1	20046	2	22182	2
20146	1	20429	1	20895	1	22234	1	23065	1	20068	2	22192	2
20147	1	20430	1	20903	1	22291	1	23089	1	20109	2	22211	2
20148	1	20439	1	20912	1	22306	1	23110	1	20111	2	22215	2
20150	1	20440	1	20960	1	22317	1	23191	1	20140	2	22232	2
20154	1	20445	1	20980	1	22318	1	23230	1	20151	2	22331	2
20158	1	20453	1	21117	1	22322	1	23350	1	20211	2	22401	2
20159	1	20455	1	21230	1	22330	1	23606	1	20217	2	22530	2
20163	1	20458	1	21555	1	22333	1	24042	1	20235	2	22531	2
20168	1	20459	1	22003	1	22334	1	24060	1	20251	2	22591	2
20171	1	20478	1	22007	1	22335	1	24407	1	20259	2	22598	2
20186	1	20496	1	22008	1	22340	1	24598	1	20356	2	22902	2

13) Normal means of travel to your final destination after detraining?

A	Walk	3532	61.47%
B	Bike	40	0.70%
C	Taxi	11	0.19%
D	Metrorail	1128	19.63%
E	Car	576	10.02%
F	MetroBus	227	3.95%
G	ART bus	31	0.54%
H	MARC	18	0.31%
I	DASH	89	1.55%
J	Fairfax Connector	82	1.43%
K	DC Circulator	12	0.21%
Grand Total		5746	100.00%

14) How often do you ride and Amtrak train with a VRE ticket (Montly, TLC, Five-Day, or Ten-Trip) and step up?

A	Daily	436	7.37%
B	Once a Week	127	2.15%
C	2-3 times per week	233	3.94%
D	2-3 times per month	344	5.82%
E	Once a month or less	989	16.72%
F	Never	3785	64.00%
Grand Total		5914	100.00%

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

A	Always use VRE	1835	31.18%
B	Drive alone	2312	39.28%
C	Carpool	193	3.28%
D	Vanpool	8	0.14%
E	Car and Metrorail	873	14.83%
F	Bus	36	0.61%
G	Car and Bus	44	0.75%
H	Bus and Metrorail	67	1.14%
I	Metrorail	227	3.86%
J	“Slug”	145	2.46%
K	Other	146	2.48%
Grand Total		5886	100.00%

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

A	Drove alone	2465	41.80%
B	Carpool	377	6.39%
C	Vanpool	181	3.07%
D	Car and Metrorail	607	10.29%
E	Bus	152	2.58%
F	Car and Bus	110	1.87%
G	Bus and Metrorail	245	4.15%
H	Metrorail	314	5.32%
I	“Slug”	233	3.95%
J	I have always used VRE	1085	18.40%
K	Other	128	2.17%
Grand Total		5897	100.00%

17) How often do you normally ride VRE?

A	Once a week	51	0.86%
B	Twice a week	139	2.35%
C	Three times a week	542	9.16%
D	Four times a week	1203	20.33%
E	Five times a week	3907	66.02%
F	Once or Twice a month	33	0.56%
G	A few times per year	29	0.49%
H	This is my first ride	14	0.24%
Grand Total		5918	100.00%

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

A	>10 times per month	251	4.27%
B	8-10 times per month	80	1.36%
C	5-7 times per month	317	5.39%
D	2-4 times per month	1313	22.35%
E	Once a month or less	2138	36.39%
F	Never	1777	30.24%
Grand Total		5876	100.00%

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

A	Yes, 1 day	1132	19.16%
B	Yes, 2 days	418	7.08%
C	Yes, more than 2 days	134	2.27%
D	No	4223	71.49%
Grand Total		5907	100.00%

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

A	Monday	577
B	Tuesday	376
C	Wednesday	230
D	Thursday	437
E	Friday	944

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

A	4, 10 hour days	231	3.96%
B	9-hour days with 1 day off every two weeks	1177	20.19%
C	Other	736	12.62%
D	I do not have flex scheduling	3686	63.22%
Grand Total		5830	100.00%

22) What type of ticket do you usually use?

A	Single-Ride/Two-Trip	145	2.45%
B	Monthly	4214	71.25%
C	Five-Day Pass	166	2.81%
D	Ten-trip	1316	22.25%
E	TLC (Joint VRE-Metro Fare Card)	73	1.23%
Grand Total		5914	100.00%

23) Where do you normally purchase your tickets?

A	Vendor	1273	21.80%
B	Station Ticket Vending Machine (TVM)	1752	30.00%
C	Internet from www.commuterdirect.com	2815	48.20%
Grand Total		5840	100.00%

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

A	SmartBenefits transit subsidy	3872
B	Non-SmartBenefits transit subsidy	339
C	Pre-tax payment for transit passes	763
D	Free/Subsidized parking	383
E	Other commuting benefit	314

25) Are you registered with the SmartBenefits personalized account services to buy your VRE tickets though CommuterDirect or other vendors?

A	Yes	3783	64.56%
B	No	2077	35.44%
Grand Total		5860	100.00%

26) If no, why not?

A	Don't want to wait for tickets through mail	320	17.02%
B	Don't receive transit benefits	610	32.45%
C	Sign up process too confusing or not convenient	246	13.09%
D	Prefer other ticket purchase options	704	37.45%
Grand Total		1880	100.00%

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

A	I use the website	4639	79.86%
B	I call VRE's office (703) 684-1001	109	1.88%
C	I ask the conductor	118	2.03%
D	I call the VRE 800# (800-RIDE-VRE)	46	0.79%
E	I check my email for Train Talk updates	518	8.92%
F	I check my phone for Train Talk texts	300	5.16%
G	I check VRE's Facebook page	16	0.28%
H	I check VRE Twitter feed	63	1.08%
Grand Total		5809	100.00%

28) Do you read the VRE RIDE, the monthly board magazine?

A	I never miss an issue	1796	30.64%
B	Sometimes	3323	56.69%
C	Never	743	12.67%
Grand Total		5862	100.00%

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

	1	412	8.34%
	2	146	2.95%
	3	250	5.06%
	4	206	4.17%
	5	566	11.45%
	6	498	10.07%
	7	694	14.04%
	8	914	18.49%
	9	521	10.54%
	10	736	14.89%
Grand Total		4943	100.00%

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

A	WAMU FM/88.5	460	8.57%
B	WBQB/101.5	223	4.15%
C	WTOP FM/103.5	1570	29.24%
D	WJZW FM/105.9	112	2.09%
E	WMZQ FM/98.7	161	3.00%
F	WTEM AM/980	23	0.43%
G	WGRX FM/104.5	45	0.84%
H	WTGB FM/94.7	86	1.60%
I	WETA FM/90.9	103	1.92%
J	WHUR FM/96.3	193	3.59%
K	WKYS FM93.9	62	1.15%
L	WYSK FM/99.3	36	0.67%
M	WWDC FM/101.1	151	2.81%
N	WASH FM97.1	123	2.29%
O	WFLS FM/93.3	190	3.54%
P	WJFK FM/106.7	142	2.64%
Q	WMAL AM/630	182	3.39%
R	WPGC FM/95.5	86	1.60%
S	WWRC AM/570	2	0.04%
T	WBIG FM/100.3	130	2.42%
U	WITH FM/99.5	202	3.76%
V	WJYJ FM/90.5	52	0.97%
W	WMMJ FM/102.3	50	0.93%
X	WRQX FM/107.3	61	1.14%
Y	OTHER	924	17.21%
Grand Total		5369	100.00%

31) Which newspaper do you read daily (Please circle that apply)

A	Washington Post	1995
B	Fredericksburg Free-Lance/Star	944
C	Wall Street Journal	305
D	USA Today	350
E	Washington Times	209
F	Potomac/Mannasas Journal Messenger	67
G	New York Times	289
H	Other	1536

32) Which social networking sites to you use? (Please circle all that apply)

A	Facebook	3427
B	Myspace	21
C	LinkedIn	2100
D	Twitter	849
E	Instagram	493
F	Reddit	117
G	Other	191
H	Text	694

33) Which type of smartphone(s) do you use? (Please circle all that apply)

A	Windows	177
B	Blackberry	1189
C	iPhone	2754
D	Android	2234
E	None or N/A	584

34) If you carry multiple phones, which ONE do you prefer to use?

A	Windows	78	1.73%
B	Blackberry	211	4.68%
C	iPhone	1320	29.28%
D	Android	1088	24.13%
E	None or N/A	1811	40.17%
Grand Total		4508	100.00%

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

A	Traffic	3296
B	Old way of commuting became unattractive	773
C	Recommended by a friend	970
D	Co-workers	400
E	Website	51
F	SmartBenefits	892
G	New Job	1583
H	New home	1229
I	Newspaper ad/Radio commercial	11
J	Guaranteed Ride Home	267
K	Joint service with Amtrak	165
L	Free bus connections	70
M	Friend on the train	106
N	I just love trains	235
O	Wanted to try the train, then liked it	666
P	Other	241

36) VRE operates a program where undercover law enforcement officers ride onboard your train. Does this program impact your feeling of safety while onboard?

A	Very Much	1501	25.57%
B	Somewhat	1613	27.48%
C	Indifferent	1171	19.95%
D	No	1585	27.00%
Grand Total		5870	100.00%

37) For whom do you work?

A	Federal Government	3763	64.04%
B	State Government	45	0.77%
C	Local Government	63	1.07%
D	Military agency or position	251	4.27%
E	Private Company	1333	22.69%
F	Association	194	3.30%
G	Self Employed	35	0.60%
H	Student	18	0.31%
I	Tourist	4	0.07%
J	Other	170	2.89%
Grand Total		5876	100.00%

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

1. Responsiveness of VRE Staff

A	2934	54.74%
B	1903	35.50%
C	413	7.71%
D	82	1.53%
F	28	0.52%
N/A	239	
Grand Total	5359	100%

3. VRE Follow-Up to Delays of Problems

A	1637	31.02%
B	2036	38.58%
C	1135	21.50%
D	382	7.22%
F	89	1.69%
N/A	288	
Grand Total	5279	100%

5. Usefulness of Rail Time (Train Tracking System) Responses

A	1994	40.80%
B	1850	37.86%
C	812	16.62%
D	186	3.81%
F	45	0.92%
N/A	653	
Grand Total	4887	100%

2. Friendliness of VRE Staff

A	3176	57.45%
B	1767	31.95%
C	467	8.45%
D	96	1.74%
F	23	0.42%
N/A	96	
Grand Total	5528	100%

4. Lost and Found Department

A	1105	42.16%
B	686	26.17%
C	485	18.47%
D	203	7.75%
F	143	5.46%
N/A	2910	
Grand Total	2622	100%

6. Timeliness of E-mail

A	848	28.27%
B	1069	35.63%
C	715	23.83%
D	250	8.30%
F	119	3.97%
N/A	2505	
Grand Total	3001	100%

7. Quality of E-mail Responses

A	909	31.08%
B	1080	36.92%
C	650	22.19%
D	197	6.74%
F	90	3.08%
N/A	2558	
Grand Total	2926	100%

8. Quality of Website

A	1485	28.18%
B	2399	45.51%
C	1112	21.10%
D	239	4.54%
F	35	0.66%
N/A	283	
Grand Total	5270	100%

9. Timeliness of Website Information News Service)

A	1353	27.11%
B	2121	42.50%
C	1196	23.96%
D	268	5.37%
F	53	1.06%
N/A	515	
Grand Total	4991	100%

10. Timeliness of Train Talk (E-mail

A	1117	28.60%
B	1639	41.97%
C	883	22.61%
D	217	5.56%
F	49	1.25%
N/A	1573	
Grand Total	3905	100%

11. Quality of Train Talk

A	1137	28.33%
B	1742	43.40%
C	965	24.04%
D	142	3.54%
F	28	0.70%
N/A	1438	
Grand Total	4014	100%

12. Overall Communication With Passengers

A	1618	30.40%
B	2438	45.80%
C	1008	18.92%
D	229	4.30%
F	31	0.58%
N/A	194	
Grand Total	5323	100%

Train Crew Members

13. Are Knowledgeable about VRE Operations

A	3183	61.19%
B	1643	31.58%
C	334	6.42%
D	37	0.71%
F	5	0.10%
N/A	375	
Grand Total	5202	100%

14. Are Helpful

A	3443	62.51%
B	1622	29.43%
C	363	6.59%
D	64	1.16%
F	17	0.31%
N/A	90	
Grand Total	5509	100%

15. Are Courteous

A	3438	61.60%
B	1615	28.92%
C	411	7.36%
D	90	1.61%
F	28	0.50%
N/A	32	
Grand Total	5582	100%

16. Make Regular Station Announcements

A	3049	54.90%
B	1669	30.05%
C	634	11.40%
D	169	3.04%
F	34	0.61%
N/A	51	
Grand Total	5555	100%

17. Make Timely Delay Announcements

A	2726	49.24%
B	1775	32.06%
C	747	13.49%
D	230	4.14%
F	59	1.07%
N/A	58	
Grand Total	5537	100%

18. Check Tickets Regularly

A	2996	53.68%
B	1813	32.47%
C	593	10.63%
D	144	2.58%
F	36	0.65%
N/A	24	
Grand Total	5582	100%

19. Present A Professional Appearance

A	3752	67.07%
B	1522	27.19%
C	289	5.17%
D	24	0.43%
F	8	0.14%
N/A	19	
Grand Total	5595	100%

20. Overall Crew Performance

A	3254	58.29%
B	1892	33.88%
C	381	6.83%
D	48	0.86%
F	8	0.14%
N/A	21	
Grand Total	5583	100%

VRE Operations

21. Convenience of Schedules

A	1125	20.19%
B	2204	39.54%
C	1455	26.11%
D	674	12.10%
F	115	2.06%
N/A	12	
Grand Total	5573	100%

22. On-Time Performance

A	1898	33.96%
B	2798	50.06%
C	732	13.10%
D	141	2.52%
F	20	0.36%
N/A	15	
Grand Total	5589	100%

23. Cleanliness of Trains

A	3235	57.78%
B	1971	35.18%
C	324	5.79%
D	59	1.05%
F	11	0.20%
N/A	10	
Grand Total	5600	100%

24. Cleanliness of Stations

A	2720	48.67%
B	2166	38.74%
C	577	10.32%
D	104	1.86%
F	23	0.41%
N/A	19	
Grand Total	5589	100%

25. Communications Between VRE Staff and Riders

A	2205	40.40%
B	2295	42.05%
C	774	14.18%
D	161	2.93%
F	24	0.44%
N/A	118	
Grand Total	5459	100%

26. Automated Phone System

A	574	34.64%
B	632	38.14%
C	372	22.45%
D	65	3.92%
F	14	0.84%
N/A	3780	
Grand Total	1657	100%

27. Reliability of Ticket Vending Machines

A	903	19.85%
B	1647	36.20%
C	1239	27.23%
D	582	12.79%
F	179	3.93%
N/A	998	
Grand Total	4550	100%

28. Ease Of Buying a Ticket

A	2145	40.29%
B	1941	36.44%
C	885	16.62%
D	286	5.37%
F	68	1.28%
N/A	254	
Grand Total	5324	100%

29. Ease of Redeeming SmartBenefits

A	1529	38.17%
B	1322	32.98%
C	671	16.75%
D	328	8.19%
F	157	3.92%
N/A	1498	
Grand Total	4007	100%

30. Station Parking Availability

A	1772	33.21%
B	1673	31.33%
C	994	18.63%
D	622	11.66%
F	276	5.17%
N/A	243	
Grand Total	5337	100%

31. Quality of Public Address System on Train

A	1418	26.05%
B	2091	38.42%
C	1355	24.89%
D	470	8.63%
F	110	2.00%
N/A	122	
Grand Total	5444	100%

32. Quality of Public Address System on Platform

A	1377	25.31%
B	1993	36.63%
C	1438	26.41%
D	506	9.30%
F	128	2.35%
N/A	130	
Grand Total	5441	100%

33. Timeliness of Platform Information Train

A	1239	22.74%
B	2080	38.18%
C	1473	27.04%
D	536	9.84%
F	121	2.20%
N/A	91	
Grand Total	5449	100%

34. Personal Security at Station and on

A	1806	34.67%
B	2167	41.58%
C	1041	19.98%
D	159	3.05%
F	37	0.71%
N/A	326	
Grand Total	5210	100%

35. Safety of Train Equipment

A	2248	44.93%
B	2150	42.95%
C	564	11.27%
D	38	0.76%
F	4	0.08%
N/A	501	
Grand Total	5004	100%

36. Lighting at Morning Stations

A	2469	45.34%
B	2206	40.50%
C	664	12.19%
D	86	1.58%
F	21	0.39%
N/A	124	
Grand Total	5446	100%

37. Lighting at Evening Stations

A	2426	45.22%
B	2175	40.52%
C	664	12.38%
D	82	1.53%
F	19	0.35%
N/A	197	
Grand Total	5366	100%

38. Traffic Circulation at Station

A	1196	22.38%
B	1841	34.46%
C	1412	26.41%
D	633	11.85%
F	262	4.90%
N/A	183	
Grand Total	5344	100%

39. Station Signage Service

A	1833	34.26%
B	2264	42.32%
C	1051	19.63%
D	179	3.35%
F	24	0.45%
N/A	151	
Grand Total	5351	100%

40. Level of Fare for Quality and Value of

A	1209	21.94%
B	2342	42.50%
C	1529	27.73%
D	369	6.70%
F	62	1.13%
N/A	42	
Grand Total	5511	100%

41. Overall Service Quality

A	2047	36.80%
B	2828	50.82%
C	629	11.31%
D	55	0.99%
F	5	0.09%
N/A	15	
Grand Total	5564	100%

THE FOLLOWING DEMOGRAPHIC INFORMATION IS SOUGHT TO MEET FEDERAL TRANSIT ADMINISTRATION GUIDELINES. ANSWERS ARE OPTIONAL.

38) Your gender:

A	Male	3438	62.08%
B	Female	2100	37.92%
Grand Total		5538	100.00%

39) Your year of birth (Age)

Age	Frequency	%	Age	Frequency	%	Age	Frequency	%	Age	Frequency	%
16	3	0.06%	36	110	2.32%	55	161	3.40%	74	4	0.08%
18	1	0.02%	37	85	1.79%	56	137	2.89%	75	5	0.11%
19	3	0.06%	38	108	2.28%	57	144	3.04%	76	3	0.06%
20	4	0.08%	39	85	1.79%	58	137	2.89%	78	2	0.04%
21	5	0.11%	40	113	2.38%	59	126	2.66%	79	1	0.02%
22	9	0.19%	41	118	2.49%	60	140	2.95%	82	1	0.02%
23	21	0.44%	42	91	1.92%	61	93	1.96%	84	2	0.04%
24	26	0.55%	43	106	2.24%	62	86	1.81%	90	1	0.02%
25	38	0.80%	44	128	2.70%	63	78	1.65%	94	2	0.04%
26	33	0.70%	45	127	2.68%	64	88	1.86%	104	1	0.02%
27	41	0.87%	46	142	3.00%	65	70	1.48%	114	2	0.04%
28	56	1.18%	47	135	2.85%	66	46	0.97%	Total	4739	100.00%
29	41	0.87%	48	139	2.93%	67	44	0.93%			
30	59	1.24%	49	152	3.21%	68	41	0.87%			
31	72	1.52%	50	163	3.44%	69	20	0.42%			
32	73	1.54%	51	183	3.86%	70	15	0.32%			
33	66	1.39%	52	172	3.63%	71	12	0.25%			
34	92	1.94%	53	170	3.59%	72	8	0.17%			
35	87	1.84%	54	204	4.30%	73	8	0.17%			

40) Which best represents your annual household income?

A	Under \$25,000	39	0.77%
B	\$25,000 – 49,000	159	3.14%
C	\$50,000 – 74,999	410	8.11%
D	\$75,000 – 99,999	678	13.41%
E	\$100,000 – 124,999	984	19.46%
F	\$125,000 – 149,999	907	17.94%
G	\$150,000 – 174,999	720	14.24%
H	\$175,000+	1159	22.92%
Grand Total		5056	100.00%

41) Do you:

A	Own your home/townhouse/condo	4497	83.59%
B	Rent a home/townhouse/condo/apartment/room	883	16.41%
Grand Total		5380	100.00%

42) In your household, there are:

A	0 Cars	27	0.50%
B	1 Car	865	15.88%
C	2 Cars	2712	49.78%
D	>2 Cars	1844	33.85%
Grand Total		5448	100.00%

43) Your Ethnic origin/Race:

A	Caucasian	3532	67.42%
B	African American	867	16.55%
C	Asian/Pacific Islander	343	6.55%
D	Hispanic	244	4.66%
E	Native American	29	0.55%
F	Multi-Ethnic	94	1.79%
G	Other	130	2.48%
Grand Total		5239	100.00%

44) Do you speak a language other than English at home?

A	Yes	642	12.54%
B	No	4476	87.46%
Grand Total		5118	100.00%

45) How well do you speak English?

A	Very Well	5121	95.65%
B	Well	204	3.81%
C	Not Well	22	0.41%
D	Not at all	7	0.13%
Grand Total		5354	100.00%

46) Marital Status:

A	Married	4152	76.89%
B	Single	748	13.85%
C	Widowed / Divorced	500	9.26%
Grand Total		5400	100.00%