



2015 Customer Opinion Survey Results

VRE's 2015 Customer Opinion Survey was conducted onboard all morning northbound trains on May 6, 2015. Below are the results from that survey. 5,831 riders responded out of the 9,631 morning passengers that day (61%).

Rider Response by Train

	Train	Responses	% of Total
Fredericksburg 45.8%	302	428	7.3%
	304	372	6.4%
	306	511	8.8%
	308	528	9.1%
	310	512	8.8%
	312	319	5.5%
	Manassas 46.8%	322	276
324		442	7.6%
326		409	7.0%
328		562	9.6%
330		522	9.0%
332		516	8.8%
Amtrak 7.4%	86	302	5.2%
	174	76	1.3%
	84	42	0.7%
	94	8	0.1%
	176	6	0.1%
100.0%		5831	100.0%

1) What train do you normally take in the evening?

Train	Responses	% of Total
Fredericksburg 301 (Departs Union Station at 12:55p)	31	0.5%
Fredericksburg 303 (Departs Union Station at 3:35p)	703	12.1%
Fredericksburg 305 (Departs Union Station at 4:10p)	621	10.6%
Fredericksburg 307 (Departs Union Station at 4:40p)	587	10.1%
Fredericksburg 309 (Departs Union Station at 5:15p)	556	9.5%
Fredericksburg 311 (Departs Union Station at 6:00p)	287	4.9%
Fredericksburg 313 (Departs Union Station at 6:40p)	109	1.9%
Manassas 325 (Departs Union Station at 1:15p)	19	0.3%
Manassas 327 (Departs Union Station at 3:45p)	523	9.0%
Manassas 329 (Departs Union Station at 4:25p)	702	12.0%
Manassas 331 (Departs Union Station at 5:05p)	696	11.9%
Manassas 333 (Departs Union Station at 5:30p)	402	6.9%
Manassas 335 (Departs Union Station at 6:10p)	249	4.3%
Manassas 337 (Departs Union Station at 6:50p)	83	1.4%
Amtrak 95 (Departs Union Station 2:30p)	6	0.1%
Amtrak 125 (Departs Union Station at 3:55p)	40	0.7%
Amtrak 171 (Departs Union Station at 4:50p)	3	0.1%
Amtrak 93 (Departs Union Station at 5:50p)	23	0.4%
Amtrak 85 (Departs Union Station at 7:05p)	4	0.1%
Unanswered	187	3.2%
	5831	100.0%

2) What is your normal origination station?

Station	Responses	% of Total
Broad Run	772	13.2%
Manassas	543	9.3%
Manassas Park	520	8.9%
Burke Centre	509	8.7%
Rolling Road	271	4.6%
Backlick Road	76	1.3%
Fredericksburg	994	17.0%
Leeland Road	678	11.6%
Brooke	395	6.8%
Quantico	186	3.2%
Rippon	320	5.5%
Woodbridge	248	4.3%
Lorton	111	1.9%
Franconia/Springfield	21	0.4%
Alexandria	23	0.4%
Unanswered	164	2.8%
	5831	100.0%

3) What is your normal destination station?

Station	Responses	% of Total
Union Station	1282	22.0%
L'Enfant	2344	40.2%
Crystal City	999	17.1%
Alexandria	518	8.9%
Backlick Road	29	0.5%
Quantico	138	2.4%
Woodbridge	45	0.8%
Lorton	158	2.7%
Franconia/Springfield	131	2.2%
Rippon	14	0.2%
Other	4	0.1%
Unanswered	169	2.9%
	5831	100.0%

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

	Responses	% of Total
Drove alone / Parked	4625	79.3%
Drove / Rode with others and parked	257	4.4%
Dropped off by car	371	6.4%
Metrobus	1	0.0%
Walked	269	4.6%
Bike	34	0.6%
OmniLink	2	0.0%
Fairfax Connector	4	0.1%
DASH	1	0.0%
FRED	64	1.1%
Other	4	0.1%
Unanswered	199	3.4%
	5831	100.0%

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

Distance to Station	Responses	% of Total
Fewer than 5 miles	2978	51.1%
5-10 miles	1653	28.3%
11-15 miles	532	9.1%
16-20 miles	199	3.4%
21-25 miles	94	1.6%
More than 25 miles	170	2.9%
Unanswered	205	3.5%
	5831	100.0%

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

Mode of Travel to Destination	Responses	% of Total
Walk	3417	58.6%
Bike	42	0.7%
Taxi	11	0.2%
Metrorail	991	17.0%
Car	636	10.9%
MetroBus	182	3.1%
ART bus	46	0.8%
MARC	16	0.3%
DASH	75	1.3%
Fairfax Connector	70	1.2%
DC Circulator	12	0.2%
Unanswered	333	5.7%
	5831	100.0%

7) What is your home zip code? See Attachment A

8) What is your work zip code? See Attachment B

9) Length of time riding VRE?

Length of time riding VRE	Responses	% of Total
Less than a year	917	15.7%
1 - 3 years	1585	27.2%
4 - 6 years	1140	19.6%
7 - 9 years	660	11.3%
10 - 12 years	542	9.3%
13 - 15 years	365	6.3%
16 - 18 years	166	2.8%
19 – 21 years	141	2.4%
Since the start in 1992	127	2.2%
Unanswered	188	3.2%
	5831	100.0%

10) How often do you normally ride VRE?

Frequency of Riding VRE	Responses	% of Total
Once a week	50	0.9%
Twice a week	162	2.8%
Three times a week	563	9.7%
Four times a week	1128	19.3%
Five times a week	3656	62.7%
Once or Twice a month	43	0.7%
A few times per year	29	0.5%
This is my first ride	10	0.2%
Unanswered	190	3.3%
	5831	100.0%

11) What type of ticket do you usually use?

Type of Ticket	Responses	% of Total
Single-Ride/Day-Pass	131	2.2%
Monthly	3990	68.4%
Five-Day Pass	176	3.0%
Ten-Trip	1246	21.4%
TLC (Joint VRE-Metro Fare Card)	85	1.5%
Unanswered	203	3.5%
	5831	100.0%

12) Where do you normally purchase your tickets?

Purchase Tickets From	Responses	% of Total
Vendor	1225	21.0%
Station Ticket Vending Machine (TVM)	1697	29.1%
Internet/CommuterDirect.com	2653	45.5%
Unanswered	256	4.4%
	5831	100.0%

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

Frequency of Riding Amtrak	Responses	% of Total
Daily	174	3.0%
Once a week	113	1.9%
2-3 times per week	195	3.3%
2-3 times per month	342	5.9%
Once a month or less	1035	17.7%
Never	3773	64.7%
Unanswered	199	3.4%
	5831	100.0%

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

Travel When Not Riding VRE	Responses	% of Total
Always use VRE	1817	31.2%
Hot Lanes	177	3.0%
Drive alone	1962	33.6%
Carpool/HOV	246	4.2%
Vanpool	10	0.2%
Car and Metrorail	776	13.3%
Bus Only	19	0.3%
Car and Bus	35	0.6%
Bus and Metrorail	93	1.6%
Metrorail Only	133	2.3%
“Slug”	99	1.7%
Other	121	2.1%
Unanswered	343	5.9%
	5831	100.0%

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

Unable to ride due to travel	Responses	% of Total
>10 times per month	220	3.8%
8-10 times per month	81	1.4%
5-7 times per month	270	4.6%
2-4 times per month	988	16.9%
Once a month or less	2140	36.7%
Never	1900	32.6%
Unanswered	232	4.0%
	5831	100.0%

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

Method of Commute before VRE	Responses	% of Total
Drove alone	2327	39.9%
Carpool	361	6.2%
Vanpool	154	2.6%
Car and Metrorail	603	10.3%
Bus	177	3.0%
Car and Bus	84	1.4%
Bus and Metrorail	249	4.3%
Metrorail	313	5.4%
“Slug”	213	3.7%
I Have Always Used VRE	1002	17.2%
Other	143	2.5%
Unanswered	205	3.5%
	5831	100.0%

17) For Whom Do You Work?

For Whom Do You Work?	Responses	% of Total
Military/Active duty	248	4.3%
State government	49	0.8%
Local government	80	1.4%
Federal government	3654	62.7%
Private Company	1223	21.0%
Association	188	3.2%
Self Employed	30	0.5%
Student	20	0.3%
Tourist	3	0.1%
Retired	6	0.1%
Other	134	2.3%
Unanswered	196	3.4%
	5831	100.0%

18) Do you telecommute or work from home one or more days per week?

Telework Frequency	Responses	% of Total
Yes, 1 day	1056	18.1%
Yes, 2 days	472	8.1%
Yes, more than 2 days	136	2.3%
No	3979	68.2%
Unanswered	188	3.2%
	5831	100.0%

19) If Yes, on what days do you usually telecommute?

Telework by Day	Responses	% of Total
Monday	563	21.6%
Tuesday	400	15.4%
Wednesday	232	8.9%
Thursday	458	17.6%
Friday	951	36.5%
Unanswered		
	2604	100.0%

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

Flexible Scheduling	Responses	% of Total
4, 10-hour days	241	4.1%
9-hour days with extra day off/2 wks	1159	19.9%
Other	678	11.6%
I do not have flex scheduling	3494	59.9%
Unanswered	259	4.4%
	5831	100.0%

21) Does your employer provide the following?

Employer Provided Benefits	Responses	% of Total
SmartBenefits transit subsidy	3741	68.1%
Non-SmartBenefits transit subsidy	265	4.8%
Pre-tax payment for transit passes	788	14.3%
Free/subsidized employee parking	429	7.8%
Other commuting benefit	271	4.9%
	5494	100.0%

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

Registered SmartBenefits	Responses	% of Total
Yes	3573	61.3%
No	1957	33.6%
Unanswered	301	5.2%
	5831	100.0%

23) If no, why not?

If No, Why?	Responses	% of Total
Don't want to wait for tickets through mail	259	14.7%
Don't receive transit benefits	628	35.6%
Sign up process too confusing or not convenient	213	12.1%
Prefer other ticket purchase options	665	37.7%
	1765	100.0%

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

How Do You Get Info About VRE?	Responses	% of Total
I use the website	4517	77.5%
I call VRE's office (703) 684-1001	68	1.2%
I ask the conductor	113	1.9%
I call the VRE 800 # (800-RIDE-VRE)	39	0.7%
I check my email for Train Talk updates	408	7.0%
I check my phone for Train Talk texts	283	4.9%
I check VRE's Facebook page	19	0.3%
I check VRE's Twitter feed	68	1.2%
Unanswered	316	5.4%
	5831	100.0%

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

Usefulness of Daily Download	Responses	% of Total
1 (Not Useful)	355	6.1%
2	116	2.0%
3	194	3.3%
4	168	2.9%
5	560	9.6%
6	426	7.3%
7	641	11.0%
8	871	14.9%
9	463	7.9%
10 (Very Useful)	565	9.7%
Unanswered	1472	25.2%
	5831	100.0%

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

Read RIDE Magazine	Responses	% of Total
Each Issue	2159	37.0%
Sometimes	2660	45.6%
Never	733	12.6%
Unanswered	279	4.8%
	5831	100.0%

27) Which radio station do you listen to most often in the Morning?

Station	Responses	% of Total
WAMU FM/88.5	481	8.2%
WBQB/101.5	198	3.4%
WTOP FM/103.5	1377	23.6%
WJZW FM/105.9	101	1.7%
WMZQ FM/98.7	152	2.6%
WTEM AM/980	27	0.5%
WGRX FM/104.5	57	1.0%
WTGB FM/94.7	83	1.4%
WETA FM/90.9	92	1.6%
WHUR FM/96.3	174	3.0%
WKYS FM/93.9	55	0.9%
WYSK FM/99.3	26	0.4%
WWDC FM/101.1	135	2.3%
WASH FM/97.1	106	1.8%
WFLS FM/93.3	147	2.5%
WJFK FM/106.7	134	2.3%
WMAL AM/630	168	2.9%
WPGC FM/95.5	76	1.3%
WWRC AM/570	6	0.1%
WBIG FM/100.3	84	1.4%
WIHT FM/99.5	184	3.2%
WJYJ FM/90.5	44	0.8%
WMMJ FM/102.3	36	0.6%
WRQX FM/107.3	53	0.9%
XM/Sirius	497	8.5%
OTHER	606	10.4%
Unanswered	732	12.6%
	5831	100.0%

28) Which social networking sites do you use?

Social Media	Responses	% of Total
Facebook	3346	46.9%
LinkedIn	2093	29.3%
Twitter	828	11.6%
Instagram	606	8.5%
Other	259	3.6%
	7132	100.0%

29) Which types of smartphone(s) do you to use?

Smartphone	Responses	% of Total
Windows	145	2.2%
Blackberry	812	12.5%
iPhone	2961	45.4%
Android	2240	34.4%
None or N/A	330	5.1%
Other	32	0.5%
	6520	100.0%

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

Which Do You Prefer?	Responses	% of Total
Windows	61	1.6%
Blackberry	125	3.3%
iPhone	1313	34.3%
Android	994	26.0%
None or N/A	1293	33.8%
Other	40	1.0%
	3826	100.0%

31) Do you plan to utilize the new VRE Mobile Ticketing App?

Plan to use VRE Mobile	Responses	% of Total
Yes	1131	19.4%
No	1413	24.2%
Need More Information	3003	51.5%
Unanswered	284	4.9%
	5831	100.0%

32) Which of the following influenced your decision to try VRE for the first time?

Influenced to try VRE by:	Responses	% of Total
Traffic	3056	30.3%
Old way of commuting became unattractive	886	8.8%
Recommended by a	1210	12.0%
Friend/Co-worker	62	0.6%
Website	904	9.0%
SmartBenefits	1596	15.8%
New job	1228	12.2%
New home	5	0.0%
Commercial	305	3.0%
Guaranteed Ride Home	169	1.7%
Joint service with Amtrak	92	0.9%
Free bus connections	369	3.7%
I just love trains	210	2.1%
Other	0	0.0%
	10092	100.0%

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

Likely to Recommend VRE to Friend	Responses	% of Total
1 (Not Likely)	14	0.2%
2	11	0.2%
3	15	0.3%
4	31	0.5%
5	117	2.0%
6	115	2.0%
7	332	5.7%
8	796	13.7%
9	889	15.2%
10 (Very Likely)	3266	56.0%
Unanswered	245	4.2%
	5831	100.0%

34) Has VRE service improved over the last year?

Has Service Improved?	Responses	% of Total
Yes, improved	1850	31.7%
No, service declined	139	2.4%
Service is the same as last year	2791	47.9%
No comment	748	12.8%
Unanswered	303	5.2%
	5831	100.0%

35) What is your number one concern about VRE service?

Number One Concern	Responses	% of Total
On-time performance	1204	20.6%
Lack of seats	617	10.6%
Lack of parking	273	4.7%
Implementing Wi-Fi	604	10.4%
Cost	1180	20.2%
Communication	58	1.0%
Security	104	1.8%
Frequency of service	830	14.2%
Crews	16	0.3%
Reverse flow service	151	2.6%
Other	139	2.4%
Don't have concerns	328	5.6%
Unanswered	327	5.6%
	5831	100.0%

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

Law Enforcement onboard, feeling of safety	Responses	% of Total
Very Much	1360	23.3%
Somewhat	1590	27.3%
Indifferent	1222	21.0%
No	1405	24.1%
Unanswered	254	4.4%
	5831	100.0%

Report Card

Key: A = Excellent | B = Very Good | C = Average | D = Needs improvement | F = Poor | N/A = No Opinion

Customer Service:	A	B	C	D	F	N/A
Responsiveness Of VRE Staff	56%	34%	8%	1%	0%	1%
Friendliness Of VRE Staff	59%	31%	8%	1%	0%	0%
VRE Follow-Up To Delays Or Problems	31%	38%	22%	7%	0%	3%
Lost And Found Department	41%	27%	18%	8%	0%	6%
Usefulness of Rail Time (Train Tracking System)	39%	39%	17%	4%	0%	1%
Timeliness Of E-Mail Responses	26%	37%	24%	9%	0%	4%
Quality Of E-Mail Responses	30%	37%	23%	6%	0%	4%
Timeliness Of Social Media Responses	29%	36%	25%	7%	0%	3%
Quality of Social Email Responses	31%	38%	25%	5%	0%	2%
Quality of information in RIDE Magazine	23%	42%	29%	5%	0%	1%
Quality Of Website	27%	45%	22%	5%	0%	1%
Timeliness Of Website Information	26%	43%	24%	6%	0%	1%
Timeliness Of Train Talk (E-Mail News Service)	26%	40%	26%	6%	0%	2%
Quality Of Train Talk	26%	43%	26%	4%	0%	1%
Overall Communication With Passengers	28%	47%	20%	4%	0%	1%

Key: A = Excellent | B = Very Good | C = Average | D = Needs improvement | F = Poor | N/A = No Opinion

<u>Train Crew Members</u>	A	B	C	D	F	N/A
Are Knowledgeable About VRE Operations	63%	30%	5%	1%	0%	0%
Are Helpful	64%	29%	6%	1%	0%	0%
Are Courteous	64%	28%	6%	1%	0%	0%
Make Regular Station Announcements	56%	30%	11%	3%	0%	1%
Make Timely Delay Announcements	51%	31%	13%	4%	0%	1%
Check Tickets Regularly	55%	31%	10%	2%	0%	1%
Present A Professional Appearance	69%	26%	4%	1%	0%	0%
Overall Crew Performance	61%	33%	6%	1%	0%	0%

Key: A = Excellent | B = Very Good | C = Average | D = Needs improvement | F = Poor | N/A = No Opinion

<u>VRE Operations</u>	A	B	C	D	F	N/A
Convenience Of Schedules	22%	39%	25%	12%	0%	2%
On-Time Performance	36%	48%	13%	2%	0%	1%
Cleanliness Of Trains	63%	31%	6%	1%	0%	0%
Cleanliness Of Stations	52%	36%	10%	2%	0%	1%
Communications Between VRE Staff and Riders	41%	42%	14%	3%	0%	1%
Automated Phone System (684-0400/ 800 RIDE VRE)	36%	38%	20%	5%	0%	2%
Reliability Of Ticket Vending Machines	24%	40%	25%	9%	0%	2%
Ease Of Buying A Ticket	43%	37%	15%	4%	0%	1%
Ease Of Redeeming SmartBenefits	43%	32%	16%	6%	0%	3%
Station Parking Availability	37%	31%	17%	10%	0%	5%
Quality of Public Address System On Train	27%	38%	24%	9%	0%	2%
Quality of Public Address System On Platform	26%	36%	25%	10%	0%	3%
Timeliness of Platform Information	23%	37%	28%	10%	0%	2%
Personal Security At Station And On Train	37%	41%	19%	3%	0%	1%
Safety Of Train Equipment	49%	41%	10%	0%	0%	0%
Lighting at Morning Station	47%	40%	11%	2%	0%	0%
Lighting at Evening Station	46%	40%	11%	2%	0%	0%
Traffic Circulation at Station	24%	34%	26%	11%	0%	5%

Station Signage	36%	42%	19%	3%	0%	1%
Level Of Fare For Quality And Value Of Service	22%	43%	28%	6%	0%	1%
Overall Service Quality	39%	49%	11%	1%	0%	0%

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

37) Your gender:

Gender	Responses	% of Total
Male	3323	57.0%
Female	1990	34.1%
Unanswered	518	8.9%
	5831	0.0%

38) Your year of birth:

Year	Qty	% of Total	Year	Qty	% of Total	Year	Qty	% of Total	Year	Qty	% of Total	Year	Qty	% of Total
1920	1	0.02%	1940	4	0.09%	1960	195	4.46%	1980	76	1.74%	2000	0	0.00%
1921	1	0.02%	1941	9	0.21%	1961	156	3.57%	1981	70	1.60%	2001	0	0.00%
1922	1	0.02%	1942	6	0.14%	1962	150	3.43%	1982	79	1.81%	2002	0	0.00%
1923	0	0.00%	1943	11	0.25%	1963	174	3.98%	1983	51	1.17%	2003	0	0.00%
1924	0	0.00%	1944	6	0.14%	1964	160	3.66%	1984	67	1.53%	2004	1	0.02%
1925	0	0.00%	1945	18	0.41%	1965	157	3.59%	1985	54	1.23%			
1926	1	0.02%	1946	36	0.82%	1966	129	2.95%	1986	49	1.12%			
1927	0	0.00%	1947	43	0.98%	1967	118	2.70%	1987	36	0.82%			
1928	1	0.02%	1948	28	0.64%	1968	138	3.15%	1988	43	0.98%			
1929	0	0.00%	1949	57	1.30%	1969	107	2.45%	1989	30	0.69%			
1930	1	0.02%	1950	61	1.39%	1970	121	2.77%	1990	27	0.62%			
1931	0	0.00%	1951	83	1.90%	1971	97	2.22%	1991	16	0.37%			
1932	1	0.02%	1952	79	1.81%	1972	99	2.26%	1992	17	0.39%			
1933	1	0.02%	1953	102	2.33%	1973	115	2.63%	1993	3	0.07%			
1934	1	0.02%	1954	107	2.45%	1974	104	2.38%	1994	5	0.11%			
1935	1	0.02%	1955	97	2.22%	1975	90	2.06%	1995	2	0.05%			
1936	3	0.07%	1956	127	2.90%	1976	84	1.92%	1996	3	0.07%			
1937	0	0.00%	1957	135	3.09%	1977	84	1.92%	1997	1	0.02%			
1938	1	0.02%	1958	127	2.90%	1978	93	2.13%	1998	2	0.05%			
1939	3	0.07%	1959	156	3.56%	1979	79	1.80%	1999	0	0.00%			

39) Which best represents your annual household income?

Household Income	Responses	% of Total
Under \$25,000	38	0.7%
\$25,000 - 49,999	114	2.0%
\$50,000 - 74,999	408	7.0%
\$75,000 - 99,999	616	10.6%
\$100,000 - 124,999	922	15.8%
\$125,000 - 149,999	896	15.4%
\$150,000 - 174,999	717	12.3%
\$175,000+	1129	19.4%
Unanswered	991	17.0%
	5831	100.0%

40) Do You:

Own or Rent	Responses	% of Total
Own	4332	74.3%
Rent	840	14.4%
Unanswered	659	11.3%
	5831	0.0%

41) In your household, there are:

# Cars in Household	Responses	% of Total
0 Cars	25	0.4%
1 Car	888	15.2%
2 Cars	2604	44.7%
>2 Cars	1717	29.4%
Unanswered	597	10.2%
	5831	100.0%

42) Your Ethnic origin/Race:

Ethnic origin/Race	Responses	% of Total
Caucasian	3301	56.6%
African American	824	14.1%
Asian/Pacific Islander	333	5.7%
Hispanic	234	4.0%
Native American	34	0.6%
Multi-ethnic	111	1.9%
Other	150	2.6%
Unanswered	844	14.5%
	5831	100.0%

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

Language Other Than English/Home	Responses	% of Total
Yes	640	11.0%
No	4289	73.6%
Unanswered	902	15.5%
	5831	0.0%

44) How well do you speak English?

How well do you speak English?	Responses	% of Total
Very Well	4924	84.4%
Well	195	3.3%
Not Well	9	0.2%
Not at All	5	0.1%
Unanswered	698	12.0%
	5831	100.0%

45) Marital Status:

Marital Status	Responses	% of Total
Married	4000	68.6%
Single	722	12.4%
Widowed/Divorced	446	7.6%
Unanswered	663	11.4%
	5831	100.0%