Virginia Railway Express

Annual Customer Survey

2023 Customer Opinion Survey Results

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

Train	Responses	% of Total
Manassas 325 (Departs Union Station at 1:15p)	25	1%
Manassas 327 (Departs Union Station at 3:20p)	203	9%
Manassas 329 (Departs Union Station at 4:10p)	313	13%
Manassas 331 (Departs Union Station at 5:10)	296	13%
Manassas 333 (Departs Union Station at 5:30p)	117	5%
Manassas 335 (Departs Union Station at 6:00p)	69	3%
Manassas 337 (Departs Union Station at 7:00p)	30	1%
Fredericksburg 301 (Departs Union Station at 1:00p)	44	2%
Fredericksburg 303 (Departs Union Station at 2:40p)	140	6%
Fredericksburg 305 (Departs Union Station at 3:30p)	285	12%
Fredericksburg 307 (Departs Union Station at 4:00p)	235	10%
Fredericksburg 309 (Departs Union Station at 4:40p)	281	12%
Fredericksburg 311 (Departs Union Station at 5:20p)	166	7%
Fredericksburg 313 (Departs Union Station at 6:10p)	53	2%
Fredericksburg 315 (Departs Union Station at 6:50p)	21	1%
Grand Total	**2278**	

2.What is your normal origin station?

Station	Responses	% of Total
Broad Run	249	10%
Manassas	190	8%
Manassas Park	180	8%
Burke Centre	220	9%
Rolling Road	121	5%
Backlick Road	58	2%
Alexandria	53	2%
Crystal City	21	1%
Spotsylvania	300	13%
Fredericksburg	248	10%
Leeland Road	224	9%
Brooke	124	5%
Quantico	38	2%
Rippon	118	5%
Woodbridge	125	5%
Lorton	86	4%
Franconia/Springfield	24	1%
Grand Total	**2379**	

3. What is your normal destination station?

Station	Responses	% of Total
Union Station	506	21%
L'Enfant	1089	46%
Crystal City	417	17%
Alexandria	139	6%
Backlick Road	9	0%
Rolling Road	11	0%
Burke Centre	11	0%
Manassas	7	0%
Quantico	70	3%
Woodbridge	15	1%
Lorton	54	2%
Franconia/Springfield	63	3%
Grand Total	**2391**	

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

Transportation	Responses	% of Total
Drove Alone/Parked	1922	79%
Drove/Rode with others and parked	56	2%
Dropped off by car	195	8%
Walked	187	8%
Bike	25	1%
Bus	17	1%
Rideshare/ taxi	10	0%
Other	6	0%
Grand Total	**2418**	

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

Miles	Responses	% of Total
Fewer than 5	1356	56%
5-10	642	27%
11-15	205	8%
16-20	94	4%
21-25	30	1%
More than 25	91	4%
Grand Total	**2418**	

6. What are your normal means of travel to your final destination after detraining?

Transportation	Responses	% of Total
Walk	1423	64%
Bike	33	1%
Shuttle	113	5%
Metrorail	357	16%
Car	207	9%
Taxi	7	0%
Bikeshare	2	0%
MARC	5	0%
Bus	68	3%
Rideshare	7	0%
ScooterShare	15	1%
Grand Total	**2237**	

7. If you leave a car at your destination station to complete your commute, would you consider a rideshare, bikeshare, or dedicated bus transit option if it is convenient and cost-effective?

Consideration	Responses	% of Total
Bikeshare	63	3%
Rideshare	131	5%
Bus Transit	358	15%
None of these/No Response	1833	77%
Grand Total	**2385**	

8. Length of time riding VRE?

Year(s)	Responses	% of Total
Less than 1 year	522	22%
1-3 years	559	23%
4-6 years	397	16%
7-9 years	273	11%
10-15 years	351	14%
16-20 years	159	7%
20+ years	165	7%
Grand Total	**2426**	

9. How many days in a week do you typically ride VRE?

Day(s)	Responses	% of Total
1	308	13%
2	447	19%
3	567	24%
4	307	13%
5	679	29%
Less than weekly	73	3%
Grand Total	**2381**	

10. What type of ticket do you normally use?

Ticket	Responses	% of Total
Single Ride or Day Pass	444	19%
Monthly/31-Day Pass	924	39%
Seven-Day Pass	43	2%
Ten-Trip	956	40%
TLC	14	1%
Grand Total	**2381**	

11. Where do you normally purchase your tickets?

Source	Responses	% of Total
VRE Mobile	1352	57%
Station TVM	296	12%
CommuterDirect.com	605	25%
Vendor Location	121	5%
Grand Total	**2374**	

12. How do you get to work on days you choose not to ride VRE? (Please check all that apply.)

Transportation	Responses	% of Total
Always use VRE	765	28%
Express Lanes	171	6%
Drive alone	904	33%
Carpool	74	3%
Vanpool	6	0%
Car and Metrorail	183	7%
Bus	16	1%
Car and Bus	30	1%
Bus and Metrorail	61	2%
Metrorail	67	2%
Slug	39	1%
Other	414	15%
Grand Total	**2730**	

13. Before you began using VRE, what was your usual means of commuting? (Please check all that apply.)

Transportation	Responses	% of Total
I have always used VRE	408	15%
Express Lanes	115	4%
Drove alone	1001	36%
Carpool	146	5%
Vanpool	119	4%
Car and Metrorail	295	11%
Bus	82	3%
Car and Bus	75	3%
Bus and Metrorail	162	6%
Metrorail	157	6%
Slug	153	5%
Other	94	3%
Grand Total	**2807**	

14. For whom do you work for?

Employer	Responses	% of Total
Military/Active Duty	94	4%
Federal Government	1621	68%
Private/Self-Employed	293	12%
Not-for-Profit	186	8%
Local or State Gov't	71	3%
Other	117	5%
Grand Total	**2382**	

15. How many days per week do you telework?

Day(s)	Responses	% of Total
0	762	32%
1	260	11%
2	590	25%
3	395	17%
4	359	15%
Grand Total	**2366**	

16. Does your employer provide the following? (Please check all that apply.)

Benefit	Responses	% of Total
Transit Subsidy	1704	64%
Free/subsidized parking	224	8%
Pre-tax payment for transit	316	12%
Other commuting incentive	60	2%
None	369	14%
Grand Total	**2673**	

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

Influence	Responses	% of Total
Traffic	1414	29%
Recommendation	525	11%
Website	20	0%
Subsidized Transit Benefit	706	14%
New Job	729	15%
New Home	559	11%
Guaranteed Ride Home	135	3%
Fuel Prices	308	6%
Free Bus Connections	47	1%
I Love Trains	278	6%
Other	206	4%
Grand Total	**4927**	

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

Impact	Responses	% of Total
Very Much	681	28%
Somewhat	624	26%
Indifferent	475	20%
No	620	26%
Grand Total	**2400**	

VRE Report Card

Please circle a rating for each of the items below.

Customer Service:	Excellent	Very Good	Average	Needs Improvement	Poor
Responsiveness of VRE Staff	70%	25%	5%	1%	0%
Friendliness of VRE Staff	71%	23%	5%	1%	0%
VRE Follow-up to Delays or Problems	35%	33%	20%	8%	4%
Lost and Found Department	53%	23%	13%	5%	6%
Quality of Email Responses	45%	29%	17%	6%	4%
Quality of Social Media Responses	43%	28%	20%	6%	3%
Quality of Website	36%	39%	19%	6%	1%
Timeliness of Train Talk	35%	36%	19%	8%	2%
Overall Communication with Passengers	39%	39%	20%	0%	1%

Train Crew Members:	Excellent	Very Good	Average	Needs Improvement	Poor
Are Knowledgeable about VRE Operations	72%	25%	3%	0%	0%
Are Helpful and Courteous	73%	22%	4%	1%	0%
Make Regular Station Announcements	69%	24%	5%	1%	0%
Make Timely Delay Announcements	57%	26%	12%	4%	1%
Check Tickets Regularly	61%	28%	9%	2%	1%
Present a Professional Appearance	79%	19%	3%	0%	0%
Overall Crew Performance	71%	25%	3%	0%	0%

VRE Report Card (*Continued*)

VRE Operations	Excellent	Very Good	Average	Needs Improvement	Poor
Convenience of Schedules	30%	36%	21%	10%	2%
On-time Performance	28%	42%	19%	8%	2%
Seat Availability	75%	22%	2%	0%	0%
Cleanliness of Trains	76%	21%	2%	1%	0%
Cleanliness of Stations	58%	30%	9%	2%	1%
Ease of Buying a Ticket	71%	23%	4%	1%	0%
Ease of Redeeming Subsidized Transportation Benefits	57%	27%	10%	4%	2%
Station Parking Availability	72%	23%	4%	1%	0%
Quality of Public Address System on Train	44%	34%	16%	5%	2%
Quality of Public Address System on Platform	42%	32%	18%	6%	2%
Timeliness of Platform Information	36%	33%	21%	7%	2%
Personal Security at Station and on Train	44%	35%	17%	4%	1%
Safety of Train Equipment	59%	32%	8%	1%	0%
Lighting at Evening Station	51%	36%	11%	2%	0%
Station Signage	49%	36%	12%	2%	0%
Level of Fare for Quality and Value of Service	42%	38%	16%	4%	1%
Overall Service Quality	52%	41%	6%	1%	0%

The following demographic information is sought to meet Federal Transit Administration Guidelines. Answers are optional.

19. Your gender:

Gender	Responses	% of Total
Male	1270	62%
Female	777	38%
Non-binary/Trans	5	0%
Grand Total	**2052**	

20. Your age range:

Age Range	Responses	% of Total
21 and under	13	1%
22 – 34	257	13%
35-44	439	22%
45-54	548	27%
55-64	622	31%
65 and over	154	8%
Grand Total	**2033**	

21. Which best represents your annual household income?

Annual Household Income	Responses	% of Total
Under 25k	18	1%
25,000-49,999	39	2%
50,000 - 74,900	113	6%
75,000 - 99,999	168	9%
100,000 - 124,999	248	13%
125,000 - 149,999	252	14%
150,000 - 174,999	263	14%
175,000 - 199,999	206	11%
200,000 - 249,999	291	16%
250,000+	265	14%
Grand Total	**1863**	

22. Where you reside, do you:

Housing	Responses	% of Total
Own	1651	82%
Rent	330	16%
Other	42	2%
Grand Total	**2023**	

23. In your household, there are:

Car(s)	Responses	% of Total
0	24	1%
1	416	21%
2	981	49%
3+	599	30%
Grand Total	**2020**	

24. Your Ethnic Origin/ Race

Ethnic Origin	Responses	% of Total
Caucasian	1127	60%
African American	334	18%
Asian/Pacific Islander	143	8%
Hispanic	153	8%
Native American	8	0%
Multi-ethnic	50	3%
Other	74	4%
Grand Total	**1889**	

25. Marital Status:

Status	Responses	% of Total
Married	1484	75%
Single	373	19%
Widowed/Divorced	130	7%
Grand Total	**1987**	