

APPENDIX S: SURVEY RESULTS



-- this page left intentionally blank --



VIRGINIA STATEWIDE RAIL PLAN

INTRODUCTION SURVEY RESULTS:

1. How often do you use rail now?

- 58 percent at least once a year
- 18 percent never
- 13 percent at least once a month
- 7 percent everyday
- 5 percent at least once a week

2. On a scale of 1 to 10, 10 being the highest, how would you rate current rail services and infrastructure in Virginia?

- 5.05 out of 10

3. Would you support expanded public programs to support rail services?

- 93 percent yes
- 7 percent no

4. What incentives would increase your likelihood of using passenger or freight rail more often?

- Last mile connections and more competitive ticket pricing
- Frequency and speed of travel matter most to me. From Richmond to DC is pretty slow as it stands today. Norfolk to Petersburg could easily support 125mph service with infrastructure upgrades and Siemens Charger locomotives as the rail cars can already travel up to 125mph. We just need the political will to get it done. Unfortunately, I probably won't be living in the area when true higher speed rail comes to Norfolk. The faster we can move on this, the faster we'll see the benefits throughout the region and the commonwealth.
- Increased frequency, overcoming the delays that arise from traveling on freight-managed rails, better pricing on multi-ride tickets
- Reduce the travel time from Norfolk to Alexandria/DC to make passenger rail more time competitive with travel by car

- More stops
- Reliability, expanded service hours, lower fares
- More train service to Norfolk
- Increased speeds between RVA and DC, more timely trains!
- Frequency
- If rail were significantly cheaper than flying I would use it more
- Lower prices
- Cheaper tickets
- Lower coach ticket prices
- Frequency and lower ticket prices
- Give passenger trains priority over coal trains so they would be a competitive commuting option
- Dual tracked rail on the Virginia Peninsula to provide faster, more reliable passenger schedules
- Lower my taxes and make people that use it pay for it themselves
- Better reliability and faster train speeds. Also, I find the whole process from ticketing to boarding to be a little confusing. If you aren't at a manned station then you're left guessing what to do (unless you're familiar with the station/procedures). It might be helpful to have a phone number people can call in lieu of a manned station.
- Availability in my area
- Easy access
- Convenience
- Weekend shuttle to DC. Expanded service during the week
- Reliability
- More service. Better stations. Faster trips. Better intermodal connections at destinations. More departure time options
- Reliability for inter-city travel - both north and south
- More frequent service between Fredericksburg and Washington, DC; especially weekend and night
- Rail station proximity
- More frequent and less crowded trains
- Fast trips, more services provided on train
- Competition
- More routes
- More pickup and drop off times
- None needed
- None. It isn't commercially viable for me to use passenger rail and I won't use freight rail until I'm running a business that needs to move hundreds of tons of freight at a time.

- More frequent service, all day service, and weekend service on VRE
- Lower fares, more reliable service
- More access in Virginia's northern neck for commuters
- Availability
- Better parking at Quantico rail station
- More frequent service on Metro and VRE. Saturday and service throughout the day on weekdays on VRE. Fare free zones. More train cars and seats so that you don't have to stand
- More trains to DC and to New York City, faster trains, comfortable trains, cleaner trains, provide more schedule options to use trains, more and free parking at train stations
- More frequent reliable service to more places
- Convenience and location
- Reduce the time for travel between Northern Virginia and places like Philadelphia and New York. Offer better pricing on Amtrak fares. Operate the Virginia Railway Express similar as a regional rail system instead of a commuter rail system
- More frequent service and better service on weekends
- More frequent service and better connectivity with more parts of the region
- Lower cost, fewer delays
- Tax credit, Work reimbursement, Cheaper Rail
- Availability of passenger rail
- Reliability
- Cheaper ticket pricing, faster trains to destination, free food and beverages, better train stations with amenities (bathrooms, ticket sales, food)
- If the cost was lower and it was easier to get to, I'd use it more. We like to travel to New York and Dc, but usually drive. We have no train station close by
- Lower costs on Amtrak
- Discounts
- Route to Bristol, VA
- Lower Ticket Prices - discount for frequency, discounts for groups, or mileage points
- More reliable travel times between Richmond and points north. Quiet cars on every train
- The trains being faster and on time
- Better food options and better coffee in dining car. Faster train speed
- If it went to the places I need to go. If it was faster--rail to DC is not convenient because of how long it takes now
- Increased transit allowances
- Lower price, fewer delays, increased speed, more secure luggage, some idea ahead of time when someone will or won't be next to you during a leg of the journey

- Faster trains, better city commuting options
- If the trains moved faster and to more of the college towns around the commonwealth easily (i.e.: Charlottesville, Blacksburg, Williamsburg, Richmond, Hampton Rhodes, and Williamsburg)
- Just make the trains cleaner
- High speed rail to D.C. And and east west route Richmond Charlottesville Roanoke would be nice
- More frequent times and quicker service
- More frequent and reliable service
- Not sure
- Lower cost
- Employer subsidy
- Cheaper fares
- High speed rail funding and more service to Main St Station in Richmond
- Convenience, competitive pricing with other modes of transportation and reliability
- Affordable prices and a range of available options for schedules and destinations
- Reduced fares, flash sale, etc.
- Faster speed, better parking situation
- Speed
- Lower pricing
- Passenger rail to NY or Boston that was more reliable and didn't have a layover in DC to change engines
- Faster service than driving, closer stations
- More routes to where I need to go
- More a disincentive, higher gas tax to push people to mass transit
- More inviting train stations
- Tolls on interstates, lower fares, better access to train stations
- High speed rail to D.C. Better, more accessible station than Staples Mill
- Discounts for families traveling together. Weekend discounts. Trains being on time
- Train stops at a place where you can easily connect to other transit
- Cost is the main reason I don't use the train now
- Lower costs, more destinations, integration with local transit and faster service
- More consistent trip times (Amtrak always seems to stop for 15 minutes along the route randomly). Faster times. Easier access to downtown Richmond
- More destinations around the state (besides the I-95 corridor)
- More diverse destinations from RVA (like to the mountains, the beach, resort towns, etc.)
- Faster

- Less travel times between cities and more service out west
- Make Cardinal Train daily; stop all Regional Trains and Carolinian Train in Woodbridge and Ashland, VA; have more trains stop at Richmond Main Street Station
- More trains
- Improve On Time Performance and Financial Incentives

5. What district do you live in?

- 47 percent Richmond
- 17 percent Northern Virginia
- 16 percent Fredericksburg
- 12 percent Hampton Roads
- 5 percent Other
- 2 percent Staunton
- 2 percent Bristol
- 1 percent Culpeper
- 0 percent Lynchburg
- 0 percent Salem

ECONOMIC DEVELOPMENT SURVEY

RESULTS:

1. How does the rail network support economic growth in the Commonwealth?

- 43 percent Provides an alternative to highway trucks
- 28 percent Provides alternate transportation mode for finished goods and raw materials
- 18 percent Provides a more reliable method to move goods
- 8 percent Provides job opportunities in communities with freight rail access
- 5 percent Unsure

2. How reliable is the overall transportation system in the Commonwealth?

- 57 percent Average
- 18 percent Reliable
- 15 percent Unreliable
- 8 percent Very reliable
- 3 percent Very unreliable

3. What improvements would help improve reliability of the transportation network in the Commonwealth? (Please list)

- Generally better transportation methods across VA (passenger and freight)
- Reduce congestion on roads
- More trains between D.C. and Richmond
- Better highways especially 95 and 64 east of Richmond, Also High speed rail from DC to Richmond and Norfolk
- Need more mass transportation
- Get more 18 wheel trucks and cars off road
- VA and Carolinas are home to major US cities similar to Northeast US, however the rail network is far behind the rest of the Northeast US. As an occasional Amtrak passenger I find that the VA section of track has significant speed restrictions, frequent grade crossings, no electrification causing significant layovers in DC and priority to freight traffic

4. How competitive is the rail network compared to other modes in the Commonwealth?

- 33 percent Average
- 33 percent Slightly competitive
- 18 percent Not competitive at all
- 10 percent Competitive
- 8 percent Very competitive

5. Assuming adequate federal, state, or public private partnership funding is available, what freight and rail projects should the Virginia Department of Rail and Transportation prioritize to have the biggest impact on the Commonwealth's economic competitiveness?

- 63 percent Rail capacity and infrastructure enhancements
- 38 percent Intermodal facilities
- 25 percent Rail safety enhancements
- 20 percent Rail-served industrial parks and distribution centers
- 13 percent Transload facilities
- 8 percent Other

If other, please explain.

- Light rail?
- Improved passenger rail service to allow for faster travel times if possible on dedicated tracts. Also intermodal hubs that allow for efficient movement of goods to and from the port and loaded onto trucks farther out in other parts of the state.
- Establish corridors for electrified passenger traffic to major cities (Richmond, Norfolk, Charlottesville and Roanoke) to reduce sharing track between passenger and freight.

6. Are there specific projects that would help improve the competitiveness of the rail network in the Commonwealth?

- 74 percent Yes
- 26 percent No

If yes, please describe.

- Better passenger rail options in VA. Richmond to Roanoke, possible to other points westward
- More than one daily roundtrip to Norfolk at more convenient times

- Increase track speed throughout
- Improvements in the NOVA corridor
- Long Bridge rebuild/expansion. Yes, the bridge is technically in DC, but Virginia suffers the most due to the bottleneck. Virginia should help pay to expand it
- Additional passenger rail service!
- Increased high(er) speed lines, and more passenger routes
- Better access from Newport News/Norfolk/Chesapeake to Roanoke/Christiansburg
- Light rail
- Norfolk light rail should go to Virginia Beach and the airport and the Navy base and the ODU campus
- Double tracking and increased capacity
- High speed rail, separate right of way for Amtrak, electric locomotives in order to eliminate the need for a layover at D.C. Union station
- High speed rail from DC to Richmond and Norfolk
- Dedicated rail lines for passenger rail service, straightening rail lines when possible in Northern VA, and continued incremental investments in the whole system
- The missing corridor between Petersburg and Norlina needs to be reestablished. The reason Amtrak trains can't get into Richmond from the north is that the Commonwealth doesn't have enough capacity south of the city. I've been on an Amtrak train in route to Cary, North Carolina and been held up 35 minutes at Jarrett waiting on freight switching. One other Amtrak and three freight trains were held up as well in that instance. Furthermore, the 70,000+ residents of Mecklenburg, Brunswick, and Lunenburg Counties need a rail station in La Crosse. Truth be known, to handle capacity the S-line needs to be reestablished and capacity needs to be increased on the A-line. I've needed service from as far south as Greenville, South Carolina into Southside Virginia, and it hasn't been available. Many trips I had wanted to make I didn't make because I didn't have time or energy to drive. I presently need rail service in the Southside Virginia from NYC.
- High speed rail
- Atlantic Gateway
- High speed rail corridors
- Higher speed Amtrak rail between Newport News and DC
- High speed passenger rail
- Cheap fast frequent route to DC for commuters!!!
- Aligned corridors without grade crossings and speed restrictions
- Passenger services given priority so that they run on time - the rail service here is decades behind the service in Europe

- More passenger rail to more areas of the state

7. Are there federal and state transportation regulations that are a hindrance or obstacle to economic competitiveness in the state?

- 76 percent No
- 24 percent Yes

If yes, please describe.

- Our federal transportation policy as a whole focusing on massive road projects to the detriment of multi-modal solutions
- I am not an expert in this field, and am not acquainted with the specific details, but I tend to
- believe that government regulations and laws can tend to hold back growth
- Outdated rail regulations hinder rail growth in Virginia and around the nation
- Undue influence of petroleum and automotive lobbies on our state representatives has hindered
- the priority of passenger rail
- Subsidies for forms of transportation other than rail put railroads at a disadvantage
- The amount of study and the length of waiting/comment periods required before you can start work on the S-Line
- Positive train control, planning process

8. How often do you or your business use rail now?

- 44 percent At least once a year
- 23 percent Never
- 15 percent At least once a month
- 13 percent At least once a week
- 5 percent Everyday

9. Which district do you live in?

- 33 percent Richmond
- 26 percent Hampton Roads
- 15 percent Salem
- 10 percent Northern Virginia
- 8 percent Other
- 5 percent Fredericksburg

- 3 percent Lynchburg
- 0 percent Staunton
- 0 percent Bristol
- 0 percent Culpeper

PASSENGER RAIL SURVEY RESULTS:

1. How often do you use passenger rail now?

- 67 percent At least once a year
- 14 percent At least once a week
- 11 percent At least once a month
- 8 percent Never
- 0 percent Everyday

2. What are the most important aspects of a passenger rail service to you? Select up to six.

- 92 percent Reliability/On-time performance (Prioritize arriving within designated time, even if the overall trip is slower)
- 69 percent Travel times competitive with automobile
- 64 percent Frequent departures
- 50 percent Travel cost competitive with automobile
- 50 percent Equipment comfort (seats, windows, aisle, width, entrance doors)
- 47 percent On-board amenities (food service, Wi-Fi, luggage storage, etc.)
- 44 percent Wireless technology (ticketing via cellphone, text alerts for delays, etc.)
- 19 percent Limited station stops (faster trip times, fewer communities served/less choice of boarding locations)
- 17 percent Additional station stops (slower trip times, more communities served)
- 6 percent Other
 - Hi Speed Service between D.C. and Richmond. Technology, expertise, and equipment can be found in many countries. I lived in Japan for 3 years and no matter where you were, trains were almost always a viable and preferred travel option.
 - Baggage check availability & special assistance when needed

3. What are the most important reasons for the Commonwealth to have passenger rail service?

- 58 percent Provide alternative to driving along congested highway corridors
- 31 percent Provide alternative to driving for shorter trips such as intercity commuting
- 11 percent Provide alternative to driving for longer trips out of the state



- 0 percent Provide multimodal access to underserved communities
- 0 percent Provide a rail connection to Other modes (airports, transit hubs)
- 0 percent Other

4. Is there enough awareness of existing passenger rail services in the Commonwealth?

- 83 percent No
- 17 percent Yes

If no, how should these services be promoted?

- Advertising on television
- More advertising - especially about travel promotions on Amtrak. I only see them if I look at the Amtrak website
- Advertising via TV, Facebook
- Social media, radio, TV
- TV, Social Media, and special events
- TV and radio advertising
- TV advertising, Social Networking
- Old fashion TV/billboard advertising
- Work with tourism council and chambers of commerce to promote as an alternative means of travel
- Not sure...
- Uncertain
- More info on the communities where they stop
- Promotional offers via radio (offering alternatives to car drivers)
- Media
- More social media for the younger generation
- School websites. Local websites
- Promote on news, social media, etc.
- Advertisements. And better on time performance and speed improvements
- Commercials
- Television and online advertising
- Not sure
- AAA, Promoted discounts, Local papers (i.e. Chesterfield Observer)
- TV, Newspaper - online and print, social media, DMV
- Local marketing efforts

5. How should the Commonwealth prioritize future passenger rail service decisions? Select up to six.

- 75 percent More frequencies on existing routes
- 61 percent New routes with frequencies on existing routes maintained
- 50 percent More transit connections at stations
- 33 percent More stations on existing routes
- 22% Same frequencies on existing routes but improved amenities/performance
- 22 percent Same frequencies on existing routes but improved station services
- 17 percent New routes, even if frequencies on existing routes must be reduced
- 6 percent Other

6. What are the most important aspects of a passenger station to you?

- 44 percent Good transit connections (metro, bus)
- 17 percent Restroom/water fountain availability
- 17 percent Enclosed, climate-controlled waiting room
- 8 percent Staffed ticket office
- 6 percent Food service option
- 6 percent Wi-Fi
- 3 percent Other
- 0 percent Checked baggage service/luggage storage
- 0 percent Bicycle racks

7. What is currently the biggest issue with passenger rail service?

- 28 percent Unreliable service (too many unexpected delays)
- 22 percent Limited service (not enough frequency of service)
- 19 percent Limited stations (not enough communities served)
- 11 percent Travel time (too slow)
- 8 percent Travel cost (too high)
- 3 percent Limited last mile connections (inconvenient station parking, bus access, and/or bike/pedestrian access)
- 0 percent Limited passenger amenities (not enough station amenities and/or comfort and amenities while riding the train)
- 0 percent Other

8. In which district do you live?

- 36 percent Richmond
- 22 percent Hampton Roads
- 19 percent Northern Virginia
- 8 percent Other
- 6 percent Fredericksburg
- 6 percent Salem
- 3 percent Lynchburg
- 0 percent Staunton
- 0 percent Bristol
- 0 percent Culpeper