RTD SURVEY

A survey was conducted at the end of 2011 to determine:

- Who is riding the Blue Bus
- Why they're riding the Blue Bus
- How we can better serve our ridership

+ A total of 484 surveys were collected.

+ Customers were asked various questions to determine expectations and feelings about the service delivered.
Executive Summary

- Customers are very satisfied by the service provided by RTD.
- Having the RTD network as transportation to work is essential for many customers.
- The RTD network is often the only transportation possibility for customers.
- Many riders use the transit system every weekday.
- Many would also use the system on weekends if available.
- Close to one-fifth of riders surveyed live in Espanola.

Use of the Service

Customers were asked how many days a week they ride the Blue Bus.

- Close to half of the respondents (46.4%) ride five days a week.
- Another third of customers ride three days a week (16.3%) or four days a week (16.7%).
- 11.9% of customers ride the Blue Bus two days a week, while 6.1% ride one day a week.
- 2.5% of customers do not use the Blue Bus regularly.
- Four-fifths of respondents (81.7%) would ride the Blue Bus if offered on the weekend.
- Two-thirds of respondents do not have a working personal vehicle.
Why They Ride the Bus

Customers were asked their primary reason for riding the Blue Bus.

- A quarter of respondents (25.5%) ride the Blue Bus to save money.
- 18.6% ride the Blue Bus because they don’t have a vehicle.
- 14.8% ride the Blue Bus to get to work.
- 9.3% use the Blue Bus to get to school.
- 7.2% ride because of the cost of gas.
- 6.1% use it as transportation to medical appointments.
- Other reasons include transportation to recreation and shopping, environmental concerns, and lack of driver’s license.

Knowledge of RTD

Customers were asked how they heard about the Blue Bus.

- Over half of respondents (52.2%) heard about the Blue Bus from a friend.
- Print and newspapers ads (16.2%) were also a popular way to learn about the Blue Bus.
- Respondents also learned through:
  - Community events (11.0%)
  - The Internet (7.3%)
  - Radio (4.4%)
How Do You Reach the Bus Stop?

- Over half of respondents (56.3%) walked to the bus stop.
- 15.4% were dropped off by someone.
- 14.5% drove their car.
- 5.4% connected with another bus.
- 4.3% connected with the Rail Runner.
- 2.8% rode their bike.

Residence

Customers were asked in which community they reside. Answers show that the RTD serves people from a huge variety of locations in northern New Mexico. The response “Other” scored third with a 16.1%, and represents 23 small communities.

The top responses are:
- City of Espanola: 19.3%
- Rio Arriba County: 17.8%
- Santa Fe (including City, County and Eldorado): 13.9%
- Taos County: 13.5%
- Various Pueblos: 12.4% (this includes riders from 9 different Pueblos)
Riders we surveyed live in a wide variety of communities, including:

- Santa Fe
- City of Santa Fe
- Eldorado
- Santa Fe County
- Hernandez
- Santa Cruz
- Arroyo Seco
- Velarde
- Chamita
- El Rito
- Chamisa
- Chimayo
- Truchas
- Popoqaque
- Tesuque
- Ojo Caliente
- Belen
- Bernalillo

Pueblos of:
- San Ildefonso
- Ohkay Owingeh
- Santa Clara
- Nambe
- Isleta
- Zia
- Santa Domingo
- Tesuque

Beginning of Trip

Customers were asked on which Blue Bus route they began their trip on the day of the survey.

- Three routes were most popular:
  - Espanola to River: 12.9%
  - Penasco to Taos: 11.3%
  - Espanola to Westside: 10.0%

- The following routes had five to ten percent responses:
  - Espanola to Santa Fe: 7.9%
  - El Rito to Ojo Caliente: 6.3%
  - Chama to Espanola: 5.9%
  - Eldorado to Santa Fe: 5.9%
  - NM 599: 5.2%
Other routes for beginning their trips included:
- San Idefonso  4.8%
- Pojoaque Route   4.5%
- Santa Clara    4.3%
- Questa with Penasco Pickups  4.1%
- Edgewood to Santa Fe  3.8%
- Questa to Red River  3.8%
- Tesuque to Santa Fe  2.7%
- Chimayo to Las Trampas  2.5%
- Espanola-Los Alamos-Pojoaque  2.3%
- Espanola to Chimayo  1.8%

Customers where asked at which stop they exit the bus when they ride.
- The most common exit point was the Espanola Riverside stop (13.8%)
- Three other stops have greater than ten percent of bus riders exiting:
  - Penasco to Taos 11.3%
  - Espanola to Santa Fe 10.4%
  - Espanola, Westside 10.1%
- Other popular exits were:
  - El Rito to Ojo Caliente 6.2%
  - Chama to Espanola 5.8%
  - Eldorado to Santa Fe 5.3%
  - Pojoaque Route 5.3%
  - NM 529 4.0%
- Least used stops for exit were:
  - San Ildefonso 2.5%
  - Questa with Penasco Pickups 2.5%
  - Chimayo - Las Trampas 2.3%
  - Española - Chimayo 0.9%

Demographics

- 44.3% of respondents are White/Hispanic
- 20.2% are White/Non-Hispanic
- 24.5% of respondents are American Indian/Alaska Native
- 2.6% are Black-African American
- 1.5% are Asian/Pacific Islander
- 7.3% claim "other race"
RTD Survey: 2011

- Half of respondents either live in a one-person household (24.2%) or two-person household (25.9%).
- 18.2% of respondents live in a three-person household
- 16.3% of respondents live in a four-person home household
- 9.3% of respondents live in a five-person household
- 6.0% live in a home with more than six persons

Customers were asked about the language spoken at home:
- More than four-fifth of respondents (82.1%) speak English at home.
- 12.9% speak Spanish at home.
- 5.1% speak another language.

Customers were asked about their age:
- Over four-fifth of riders are in the 18-to-65 age bracket:
  - 28.0% are between 18 and 35 years old.
  - 29.1% are between 36 and 50 years old.
  - 27.6% are between 51 and 65 years old
- 9.3% of riders are under 18 years old.
- 6.0% are 65 and above.

Customers were asked about their gender:
- 55.6% of respondents were male.
Individual Income

Customers were asked about their individual income.

- 23.0% chose not to answer this question.

Among those who responded:

- 63.0% have individual income equal to or under $16,999
- 15.0% have individual income between $17,000 and $29,999
- 14.5% have individual income between $30,000 and $49,999
- 7.5% have individual income over $50,000

Household Income

Customers were asked about their household income.

- 29.3% chose not to answer this question.

Among those who responded:

- 58.2% of respondents have household income equal or under $16,999
- 12.9% of respondents have household income between $17,000 and $29,999
- 14.6% of respondents have household income between $30,000 and $49,999.
- 14.3% of respondents have household income over $50,000
Lifestyle

Customers were asked if they have Internet access.
- Half of respondents (50.1%) have access to the Internet

Customers were asked if they possess a smart phone.
- Close to one-fifth (18.8%) chose not to answer the question
- Among those who responded, 19.8% possess a smartphone

Satisfaction Level

Customer were asked to rate various aspects of the service received from RTD on a scale of 1 to 5 (with 1 “dissatisfied”, 5 “very satisfied”)  
- The level of satisfaction is very high, with all items receiving an average rating of 4.3 or above
- Overall satisfaction with the Blue Bus was rated an average of 4.7
RTD Survey: 2011

- Also receiving an average rating of 4.7 were:
  - Driver is helpful and friendly
  - Driver is knowledgeable
  - Personal safety on bus
  - Cleanliness of bus
  - Buses are well maintained
- The number of customers giving a 5 rating was lower for:
  - Availability of schedule
  - Route schedule information
  - Posted signs at bus stops
- Response of telephone representatives was rated a 5 by 70.6% of respondents

RTD Survey: 2011

- Customers are very satisfied by the service provided by RTD.

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<tr>
<th>Overall Satisfaction</th>
<th>Buses Well Maintained</th>
<th>Cleanliness on Bus</th>
<th>Personal Safety on Bus</th>
<th>Posted Signs at Bus Stop</th>
<th>Route Info Easy to Use</th>
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Number of Responses

- 0
- 100
- 200
- 300
- 400
Riders were asked to provide any other comments and suggestions.

Summary

- Comments were generally supportive of Blue Bus service.
- Many people requested service on weekends.
- Many respondents had praise for their drivers.
- Several were critical about the survey and its personal questions.
- Many comments were requesting a change in the route, the addition of stops, or additional routes.
- Some respondents request benches (or additional benches) at stops.
- Several comments were objections to drunk people riding the bus.
- Some want to be allowed to drink water or coffee on the bus.
- Many riders from Edgewood to Santa Fe, and from El Dorado to Santa Fe, stress the need for a larger bus.
Do you have any other comments or suggestions?

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Riders from Edgewood to Santa Fe, and from El Dorado to Santa Fe, mention the need for a larger bus.

Verbatim responses, organized by route

Tesoque – Santa Fe
- I rely on the blue bus heavily and don’t know what I would do without it.
- Not with other driver
- Why is personal information needed on this survey!
- Driver is cheerful. Thanks for the help.
- I have no vehicle, this service is very accommodating, especially during the winter.

Espanola – Santa Fe
- Good driving.
- Weekend service.
- The office/administration staff need to be customer service-oriented/friendly. Driver Rebecca Garcia is one of the BEST!
- Rebecca Garcia – want to thank her for being a good driver! Only thing I don’t like is when people drink and ride the bus.
- Very nice lady, give her credit. Thank you.
- Rebecca Garcia, very nice lady.
- What is your reason for riding the bus? For all reasons.
- Keep Santa Clara route going to & from.
- Route 116 for appointments is sometimes difficult. Often given misinformation.
- Suggestion: I would like it if the blue bus going to Espanola from Santa Fe would run earlier, maybe sometime around 7:30am.
- Our driver, Rebecca Garcia, is a terrific person and driver.
- We could use more buses in Chamita, like a 7:00am route.
- Not happy with all the drunks getting on the bus. Since we all work all day we are very tired and they are very loud.
- Blue Bus should run on weekends.
- Need weekend transportation and seats at local stop and outskirts of town. Thank you.
• Could you have more seats at stop and also weekend transportation.
• Open buses on Saturdays and Sundays.

Questa – Red River
• I’d like a bus to leave Questa at 7:30am for Red River.
• Bus stop in San Cristobal

El Rito – Ojo Caliente
• Great bus service and very friendly bus drivers.
• Very confident and reliable driver – Jose – excellent.
• Sometimes really drunk. I think people also are allowed to ride the bus and they use a lot of
  abusive words. And they have very few stops. Find schedule one too long. We have to wait 30 to
  45 minutes for service. And weekend service will be great help, especially for students and
  workers who travel like Santa Fe, Los Alamos & Taos.
• Driver is always very friend and accommodating.
• Weekend service will be great help to us riders.
• I want a route in Velarde.
• Need bus stop at Dominos, need signs at stop.
• Jose, Michelle and Rebecca are good drivers.
• Need weekend buses.
• Need weekend.
• Buses should come for a pick-up every 15 minutes.
• Weekends are needed.
• Elderly people also good for.
• More bus stops.
• More bus stops please.
• Weekends please, we need it.
• Run on Saturday at least.
• I most appreciate that the Blue Bus is free, but I would still ride if it charged 1-2 dollars.
• The buses are very much needed for people that live in rural areas and it would help a lot
  for the buses to run on the weekends.
• Most pedestrians walking, bus stops not 10 miles away.
• It would be wonderful (weekend service) and bus to casinos, city and Buffalo Thunder on
  weekends.
• It’s nice compared to back in the days we had no transportation.
• We need a bus to go to Alcalde at least twice a day please.
• The bus should run to Velarde – Alcalde – and weekends.
• Riverside should run through lunch (both) buses
• Bus stop at Circle of Life on Paseo de Onate
• Buses are greatly appreciated and needed.
• If the El Rito – Ojo Caliente route drops us off at NNMNC. We don’t need #3s need to ride
  Westside to NNMNC. – (signed) Jose Antonio Lopez and students.
• I would like there to be an early bus that stops in Dixon.
• If Ojo Caliente – El Rito route would drop us off at the college we wouldn’t need Westside route.
**Questa – Taos w/Penasco pickups**

- What does race and the amount of people in our home have to do with this question? I'm very unsatisfied with this survey.
- Transportation is great. Bring own coffee with lid. Have enjoyed riding the bus. Pick up in Questa should be 6:55 am.
- Pickup should be at 6:50 instead of 6:40 at Baptist Church, Questa. Be able to bring coffee or drinks on bus.
- Great local service.
- We would like to drink coffee.
- We want to drink water or coffee; we are adults.
- I think there should be more frequent bus runs throughout the day, not just early morning and afternoons.
- Need more trips into Taos.
- Nice service, need more hours for service.
- Just happy to have this service! Will be still continue to be free?
- Keep up the good work!
- Morning schedule to be changed at 1st Baptist Church at 6:50. Would like to have coffee on the bus.
- Too many personal questions! Stop spending taxpayers' money on nonsense! Great service, don't overdo it. Appreciate and acknowledge your drivers for they bring in and do all hard work! Thank you drivers!
- We are very fortunate to have service available to us for free!

**Penasco – Taos**

- Very satisfied with the RTD bus, only that bus route should be changed to previous time schedule as before in the afternoon only not in the morning due to appt schedules. Also very satisfied with bus driver that we have in Penasco area. One suggestion we have that would help while waiting for other passengers (time in between) passengers could be dropped off at some locations like Walmart, Supersave to do some errands after pick-up before coming home if only requested by passengers, we sure hope our RTD bus driver gets a raise when they get evaluated because they do an awesome job of transporting passengers on necessity times.
- Start Saturday route.
- Great service, thank you.
- Need weekend
- Make turn on stops
- Good, good drivers and times.
- Chimayo and Penasco buses do not coordinate.
- #1: earlier route from Penasco to Taos in the afternoon to give individuals a change to run their errands. #2: Bus stop at the Casitas (low-income housing)
- Would like to see the bus come a little earlier in the evenings so we could come and take care of appointments and leave a little earlier, around five, especially in the winter times. Also extra stops in Penasco.
- I wish there were more routes to and from Taos. I get out of school at 2:30 and there isn't a bus to Penasco until 2 hours later.
• Yes, I wish the bus soulc take me to Smiths where I work. I walk from Supersave to and from work every day and when it’s raining and snowing I get to bus and work wet. Thank you so much for your consideration.
• Penasco bus is very clean at all times. Ermo is respectful and helpful. Should change time to allow for doctor appointments and shopping. One more bus stop at low income housing; have to walk 1½ miles to Rodarte to get bus and 1½ miles to church.
• Need bus stop at low incomes. Having to walk 1½ miles to get the bus is so far and dark.
• Buses should leave at 2pm so that other passenters can use the bus to do shopping and go to doctor appointments, etc. because as it is now there is not much time to get things done and passengers don’t want to spend the entire day in Taos.
• I really appreciate the new metal “sheds”. Please change the Penasco pickups from 3pm to 2pm so I can better do my Taos errands. I usually do not have enough time in Taos. Thank you for the service.
• More time in Taos would be nice. Please change the time from 3:00 to 2:00.
• We need more time in Taos.
• Pickup time should be 2pm.
• I appreciate the services but I wish we could have more time in Taos. Can you please change the schedule from 3pm to 2pm. Thank you!
• We need more time in Taos. Can you please change your time.
• Please change the Penasco pickups from 3 to 2. We need more time in Taos. Thank you!
• The services are great. I wish you could change the pickup time from 3 to 2 so I can have enough time in Taos.
• It would be nice to have more routes to and from Taos. I get out of school at 2:35 and there is not a bus to Penasco until 5:15. Ermo is also very nice and keeps the bus very clean. He deserves a raise!
• We live in Penasco and I would like the bus to start back to Taos earlier because people can have more time to do shopping and errands.

Pojoaque Route
• Mike Molina is the best!
• Mike Molina is a superb driver.
• Mike Molina is a great driver.
• A great and necessary service. Well done!
• The Blue Bus is nice and friendly.

Edgewood – Santa Fe
• Please bring us back to Edgewood.
• Need bigger bus for this route, at least 18-20 passenger.
• We need a bigger bus – we have people that want to ride but not the room. The bus is very helpful.
• We have had to bump people off the bus in the morning due to lack of enough seats. Other people are deciding not to ride for fear of being left in Santa Fe. A larger bus is needed.
• Need a larger bus sized to accommodate all riders, as a potential exists to leave riders stranded due to capacity of bus being too small. Thank you.
• We get bumped at the Stanley bus stop due to overcrowded bus.
- Sometimes you have more riders than seats.
- This service is very helpful – we need a bigger one as have more people than able to ride.
- The service is extremely helpful to me in getting to work from Albuquerque to Santa Fe without spending a fortune on gas and vehicle maintenance. Thank you.
- Our regular bus driver, MJ, is great but ... when there are drivers for him when he is off those drivers never seem to know our route and are either late or missing stops.
- Twice a week, ride bus from Sunport to Alb. Downtown – driver always leaves stop early.
- Thank you.
- Upon the regular driver out to find a very replacement until he is back from his absence.
- MJ is the best!
- Have a great day.
- Very helpful services.
- We need MJ back. Tired of hearing a baby crying.
- Excellent and safe driving skills! WE LOVE MJ!!
- MJ is a very good and courteous driver. Several riders on the Edgewood wus want him back please. We all like him and we need a bigger bus – MJ’s bus – Please put back on Edgewood routes.

**El Dorado – Santa Fe**

- Leaving ElDorado, some drivers use the fast lane for left turn and 2285 and impede faster traffic because of poor acceleration of the bus. Some have a heavy foot on the gas and need to brake abruptly causing nausea for the passengers.
- A larger bus would create more room and comfort for passengers. This would encourage increased ridership.
- Schedule has too much time on some stops, driver has to wait sometimes 5 minutes before leaving for next stop. Should tighten up. ElDorado line has been promised larger bus for months, but nothing has happened. I like the fact that the bus has seatbelts. We love Charles as a driver! Don't give us Mary as a driver.
- We need a bigger bus for the ElDorado – Santa Fe route.
- Appreciate having this service available. Would take the bus more frequently if my work schedule was more flexible. Thank you.
- Weekend route from ElDorado to Santa Fe would be great!
- A larger bus for this route.
- A larger bus should be added at this route.
- Thanks!
- Could and when are we getting that bigger bus we were apparently promised? Thank you.
- Weekend runs would be great. A bigger bus would nice as well. Overall this service is useful and a benefit. Later time would be great use. Thanks a bunch!
- We would like a bigger bus. And running on the weekends would nice, also if there could be a bus that runs at 8:00pm that would be nice.
- Bigger bus for ElDorado – Santa Fe route.

**El Rito – Ojo Caliente**

- Thank you for bringing bus services. God bless.
• Pleased with service. Is it possible for bus to stop across from Borrego’s when someone is waiting?
• It is necessary.
• The buses have been very helpful for me getting me where I’ve needed to go. Thank you.
• Make more bus schedules for everyone to have and buses available on the weekends. Needs improvement on drivers for Riverside on their attitudes with being more polite on the morning shift. Thank you.
• Weekend buses. Sometimes the drivers are rude; need to talk to them, especially the ElDuende route and Santa Fe’s. And also put more hours on ElDuende Route mornings and evenings, especially after 2 – 5pm. Change our driver, help us please. Thank you.
• Maneja con cuidado y respeto, solo Espanol. Todas las personas que trabajan en los Blue Bus calificacion de 10 sra.
• Please consider a stop #4 at NNMC of the 8:48 route from Ojo Caliente to Espanola. An instructor and students would greatly benefit if this stop were available!
• It would be very helpful for the people that don’t live in town if the buses ran on the weekends.
• We need buses on weekends.

**Espanola – Santa Fe**
• The Blue Bus is very helpful and useful. As long as this service continues I’ll continue riding the bus.
• Very nice driver.

**Espanola – Riverside**
• If the Santa Clara bus would go from Park&Ride back to Santa Clara at 5pm
• Great job guys!
• Bus stop across bridge by StopNEat. More bus stops, not 3 miles away.
• It is the best. We need it.
• We like the Blue Bus.
• Buses should come every 15 minutes to each pickup.
• I think we need weekend buses and more Abiquiu and Alcalde.
• Abiquiu routes need more and weekends.
• Please across from Borrego’s (college) can he stop if someone is there?
• It would be nice to have a bus run in El Lano to Riverside because I walk from El Lano every morning. Thank you.
• Put more garbage cans.
• Very good for the community and people who don’t have a ride or vehicles to get to school or work.
• I think a Velarde/Alcalde route would help most
• It would really be nice to run on weekend; also Velarde and Alcalde.
• Riverside and West Side should be on the weekends, and for people who work on weekends in Santa Fe, also other business like church and so on. Thank you.
• My mother lives in Alcalde. I need to get there.
• Mary is awesome.
• Should have two or one more route to Santa Clara.
• Mary is awesome.
• Blue are very good.
Mary is awesome.
Need Alcalde route.
The one lady on coussonne Red is very rude; don’t know her name but I could find out. Number is 251-1882 call or text and I will safest. Thank you, Michelle Bond
Please resume the Alcalde/Velarde route.
Some bus drivers are not as helpful as others, some don’t talk period, some not friendly, some bombos.
It is very good on the Blue Bus. Good drivers.
Please run on weekends.
Joe and everyone is cool!
Weekend services, later weekdays.
Need more benches.
Please get us transportation on weekends, we need it. More benches in more stops. Please look into changing person driving Route in El Avende.
We need weekend transportation.
Please place benches at the Middle Ranchitos – Riverside Drive. Please and thank you kindly at Snowbird, benches please! Dairy Queen and Fairview Sonic, please! Joe Cascias and Mary stop at all times.
Keep drunks off bus.

Espanola – Santa Fe

Weekends.
El Llano needs route
Michelle is the best driver RTD has. She has a great rapport with clients. What separates RTD from Park & Ride is Michelle’s care for her clients. Great job!
Keep it going.
Very good think to have a ride, especially through suc good conditions as a student. It is nice to get out and around and fits my budget. Thanks!
Gets me to and from work.
Driver can’t be beat! Thank you!!!
People who answer the telephone are sometimes very rude, but bus drivers are very good.
This is free! Amazing!
The Blue Bus services is a great service for the community and for people who depend on the bus service to get to work or places they need to get to. *Michelle does an excellent job driving the bus everyday!
Weekends
The commuter bus to Santa Fe from Espanola should arrive at Sheraton at 7:50am.
Satisfaction, friendly, beautiful
Charge a buck to reduce the number of drunks and junkies riding.
Just a thank you for all the services you provide.
Michelle is good to us.
Chama – Espanola/Chimayo
- Very good services
- Place stops across from each other on Chimayo route.
- Start a Saturday route.
- Great service! Excellent drivers!
- Need a direct connection from Los Lomas Apartments to Big Rock. Trash pickup needed at bus sites. Earlier pickups before 8am are necessary.
- More driver determination of stops – Blue Bus management too afraid of lawsuits in case of accident at uninsured (more convenient) stops. Maybe not with drunks or youth, but older people like me between 40-70 know how to cross streets but have arthritis.

Taos – Espanola
- Want the Blue Bus to connect with the 4:20 Railrunner to come home to Dixon.
- I would like for the bus driver, Joey Olonia, to be recognized for the outstanding job he does. It would be great if he would be a salary increase.
- All buses need to post destination. Tired of guessing what bus is it? Put a sign in the window! Taos/Espanola is the best (Joey)!!!
- Telephone representatives are rude.

Pojoaque Route/San Ildefonso
- The Blue Bus is a much needed service here and is much appreciated! Thank you RTD.
- Please keep the custom route at $1.00 per person. Thank. Drivers are for the most part courteous and friendly. Today I had a driver that drove somewhat reckless – and seemed to be rushed. When you have your meetings that is dangerous and could be a health/safety issue.
- Please keep the Blue Bus running!
- Without this service I won’t be able to go to certain places. Thanks a lot!
- Driver very friendly, good customer services, and helpful.
- I would like Roger to please count to give us this bus service. It helps a lot. Thank you.
- Thanks for the free services. I appreciate it very much. Took the RTD for jury duty, great experience and friendly drivers.

Edgewood – Santa Fe (Route 599)
- Hook the Edgewood bus up with the El Dorado bus and have one bus to downtown and have the other go to the prison, the Armory, and state offices far south on Cerrillos Road.
- I am glad we have a bus again. I would like to see our route modified slightly. The riders going to Corrections are on such a tight schedule that it would help them if we stopped in ElDorado, meeting up with the route from there to Santa Fe. The Corrections people would remain on the bus and go straight to South SF and those who go to S.V.H, Pera and DOT would board the ElDorado route and continue to SF.

Edgewood – Santa Fe
- The number of people riding the bus has increase, the number of seats is at at premium, worrying if you are going to have a seat and on ride home is stressful as there have been times the bus is full. We NEED a larger bus.
• We need a bigger bus so we don’t have to worry about getting bumped, which has happened 3 times so far. RTD staff was very unhelpful when I called – just didn’t care.
• Blue Buses from Santa Fe to Pecos and surrounding areas such as Rowe and Las Vegas in the County of San Miguel would be helpful.

DEMAND – Belen
• We are hoping to get the Alcalde/Velarde route back; there are many more passengers now.
• I have had problems where appointments aren’t entered into computer. I ride the Demand buses.
• Schedule is not updated – some places no longer exist and it’s confusing because no bus signs. Walmart dropoff is terrible – too busy of a road to cross.
• Content. Thank you.