

# Survey Findings

## Blue Bus Stop Amenities and Design Guidelines

**Blue**  
bus

NORTH  
CENTRAL  
RTD

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# Survey Findings



- Survey Background Information
- Key Findings
- Summary of Respondents and Responses

# Survey Background



The survey was crafted by the project staff and made available to the public online from 9/25-10/31. A total of 15 responses were collected from the online survey.

In addition, the project team staff surveyed people in-person on September 26th and 27th at the Española Transit Center and on the bus. A total of 37 paper responses were collected from this effort.

# Key Findings

- The survey gave voice to frequent users of the bus service. Around 40% of respondents said that **they ride the bus 5 or more times per week**. Another 17% said they ride the bus 3-4 times a week.
- Half of respondents were in the **lowest income bracket**, making less than \$17,000 per year.
- Many respondents felt that it was **safe and convenient to wait for and board the buses**, at around 86%. However, only around 55% said that there was adequate protection from weather at bus stops.
- Amenities such as having a **bus stop shelter**, **public Wi-Fi access**, **bus route map information**, and **seating** had the highest amount of support.

# Who did we hear from?



# Who did we hear from?

Out of

52

respondents\*

**Race/Ethnicity** - The majority of respondents (55%) were Hispanic or Latino. Respondents were relatively representative of the population demographics, except that there were no Black or AAPI respondents.

**Age** - 75% of respondents were 35 or older. Otherwise, respondents were from all age groups including under 18 years old.

**Income** - Respondents were from all income brackets although 50% were in the \$0-\$16,999 lowest income bracket.

**Gender** - Over half (60%) of respondents were men while 40% were women.

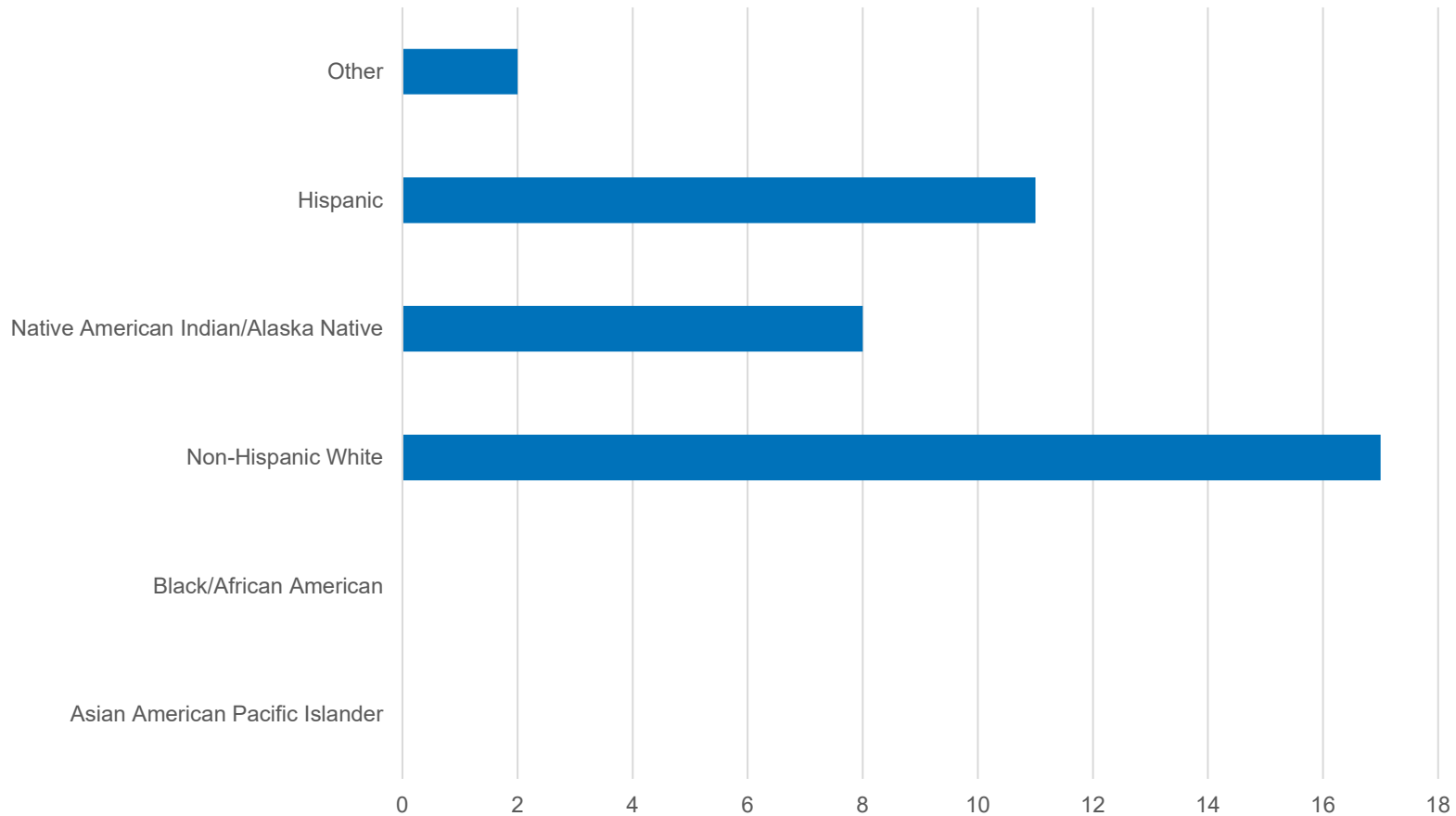
**Disability status** - 39% of respondents identified as having a disability.

**Household size** - The average household size was 2.4 people.

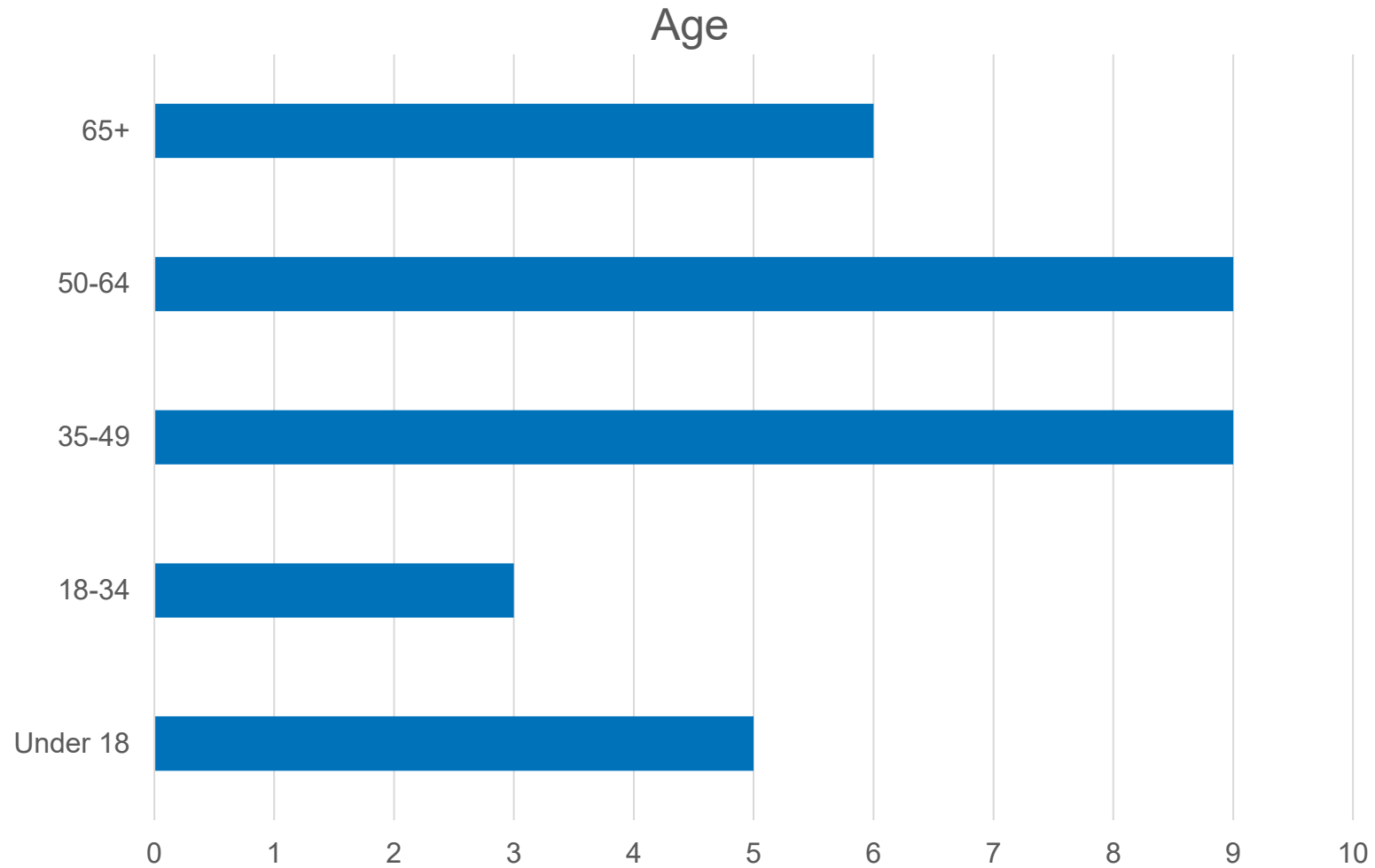
\*Note that not all respondents answered the demographic questions. For race/ethnicity and age, there were 32 respondents. For income there were 24 respondents. For disability, there were 23 respondents. For household size, there were 22 respondents.

# Who did we hear from?

Race and Ethnicity

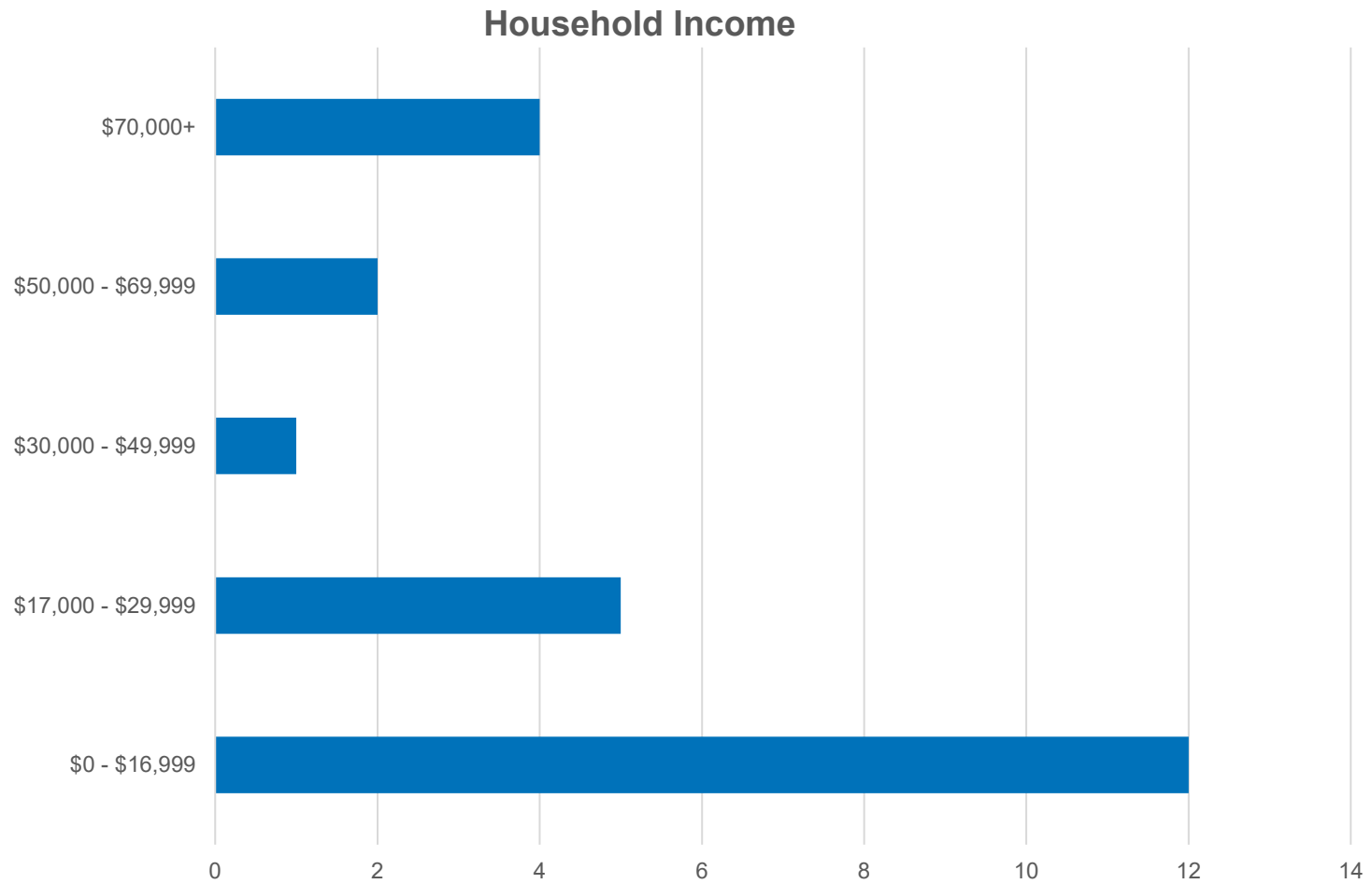


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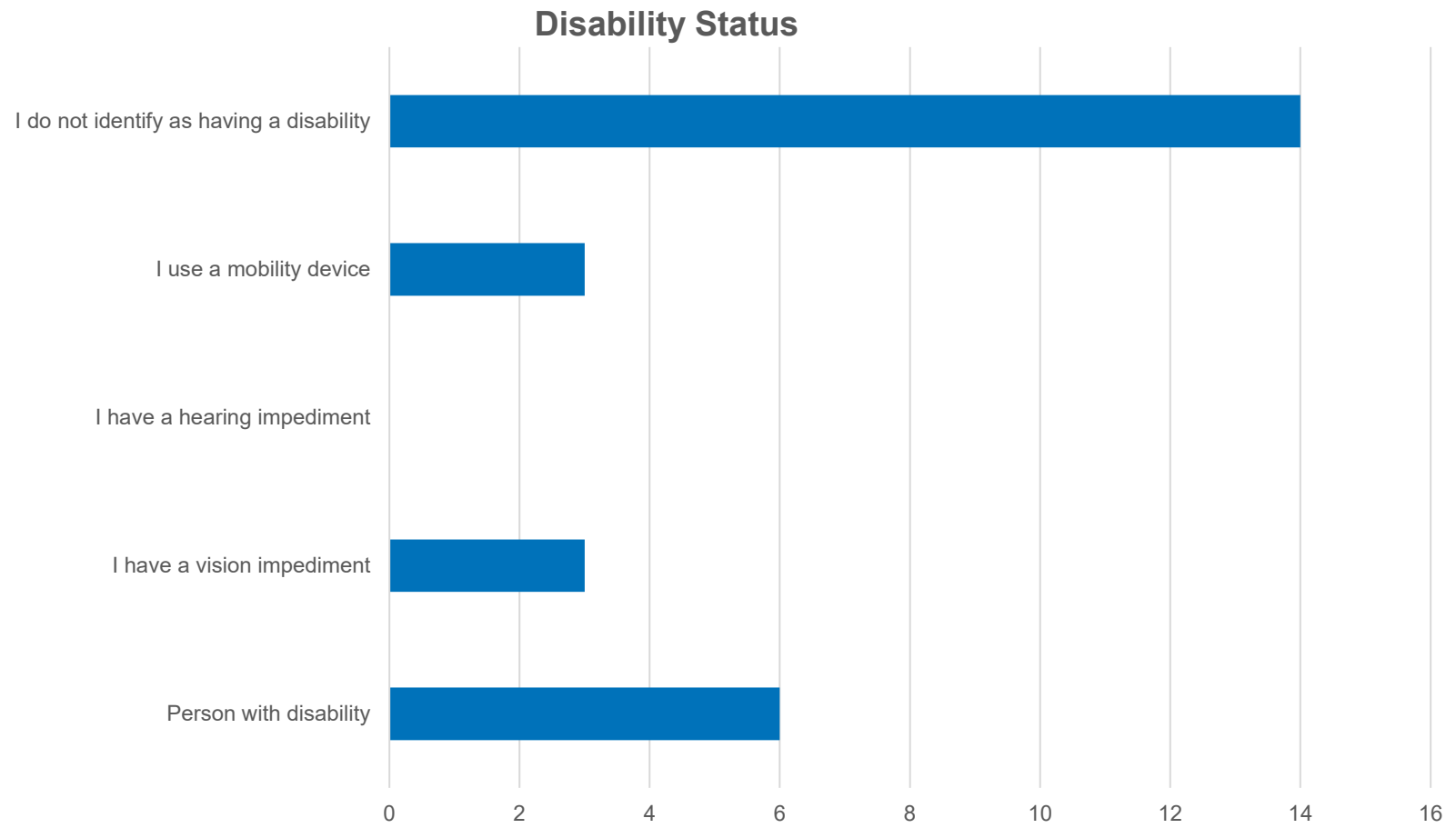




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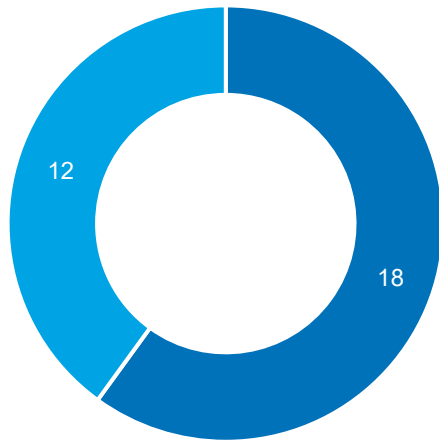


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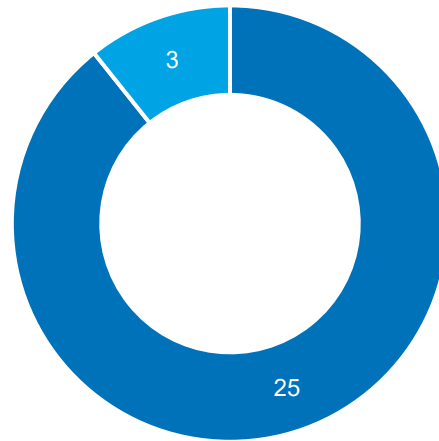
# Who did we hear from?

Gender Identity



■ Male ■ Female

Primary Language Spoken In Household



■ English ■ Spanish

Average Household Size  
**2.41**

# Bus Stop Existing Amenities



# Experience at Bus Stops

**For the following findings, we asked respondents to reference the bus stop they use the most frequently or stop closest to where they live.**

- Respondents felt like for the most part (85-88%) that they felt safe and that it was convenient while waiting and boarding the bus.
- 55% of respondents said there was protection from weather at their bus stop.
- 62% of respondents said that there was adequate lighting at their bus stop.
- 63% of respondents said that there was adequate route information at their bus stop.
- 68% of respondents said there was comfortable seating at their bus stop.

# Suggestions for improvement

**When asked what would help to make their bus stop feel more comfortable, respondents said:**

- Additional protection from the cold and weather, especially in winter months
- Seat recliners
- Bus stop shelters
- Better lighting

# Suggestions for improvement

**When asked for open-ended feedback, these themes were consistently present:**

- More bus stops
  - "I live miles from the bus stop.. I would like to have one real closer.."
  - "A few more stops would be nice. Especially between the Courthouse and Kit Carson Park ~ that is a very long stretch. I don't see any sign of them reinstating Allegre Mall going north or Smith's going south."
  - "Bus stop by the church, more frequent buses"
- More frequent service
  - "More weekends"
  - "More frequent buses"
- Appreciation for the bus service
  - "I like riding the bus"
  - "Great drivers"

# Desire for Bus Stop Amenities





# What amenities are desired?

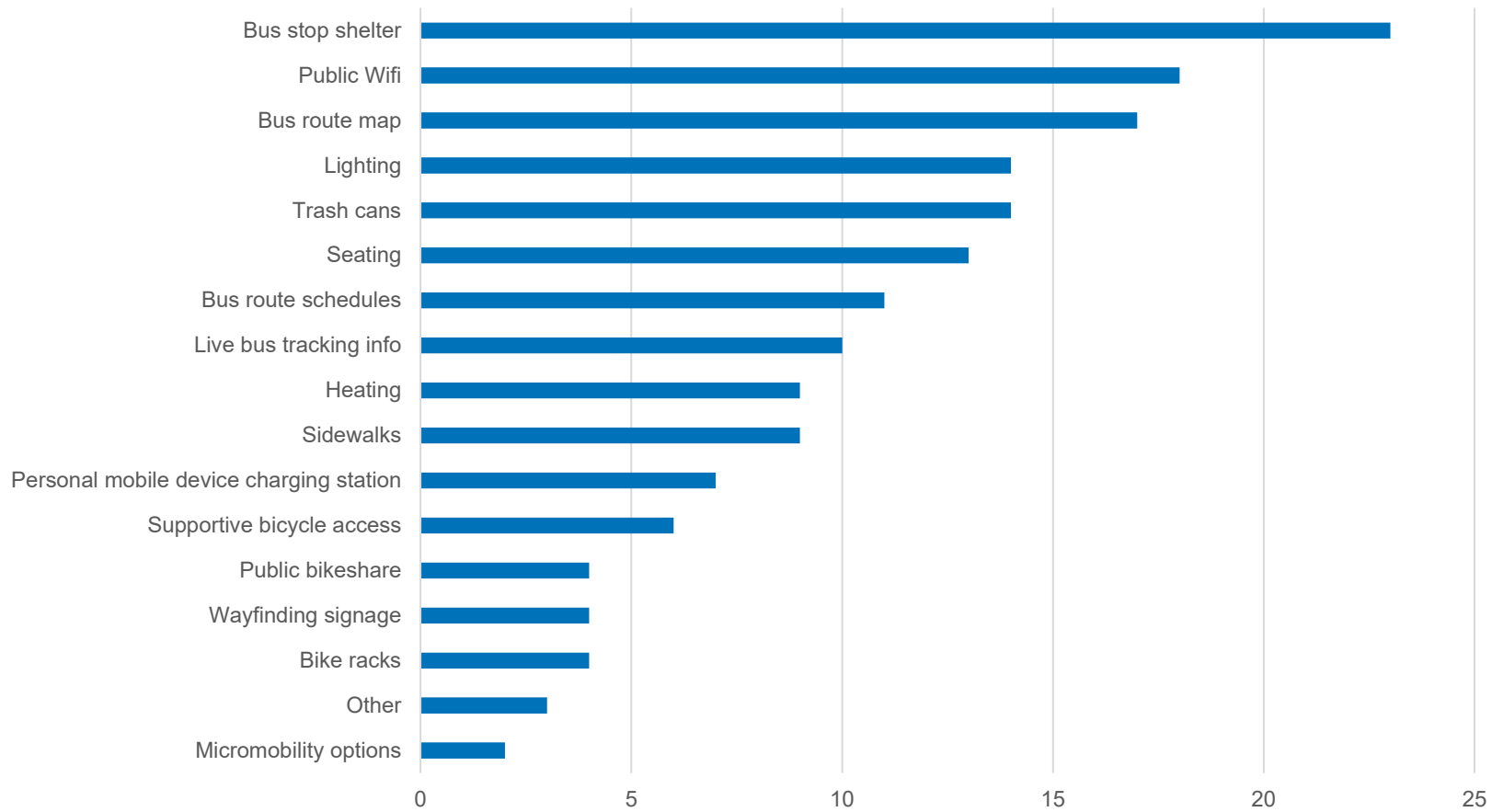
**Out of a list of potential bus stop amenities, we asked respondents what they would like to see at their bus stop.**

The top choices were:

- Bus stop shelters
- Public Wi-Fi
- Bus route maps
- Lighting
- Trash cans
- Seating
- Bus route schedules

# What amenities are desired?

Desired Bus Stop Amenities



For the "Other" category, respondents specified "Bathrooms" and "Comfortable Seating."



Thank you!  
Questions?

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