



Rider Survey Summary

November 13, 2020

NMDOT Park and Ride would like to thank all of our passengers for taking the time to complete this survey. We truly value the information you have provided, this will help us determine what we are doing well and what we need to do better at.

NMDOT conducted an on-line survey from September 25, 2020 to October 23, 2020 of the Park and Ride transit system passengers to determine rider characteristics, perceptions of service safety, riding habits, and options for potential improvements, and rider retention post-pandemic. This summary of the findings is intended to serve as an easily accessible overview of the survey results.

Respondents were allowed to skip questions, so the number of respondents for each question will vary.

- Passengers ranked mask usage and social distancing on the buses as the most important safety measures.
- Allowing a limited number of riders per bus and enhanced vehicle cleaning practices were also highly important
- Safety measures to the passengers.
- Contactless fare payments is the least important safety concern for passengers.
- 66% of respondents (57 of 86) replied that they feel either very informed or informed about the COVID-19 safety measures Park and Ride has taken.
- Before COVID-19 64% of respondents (67 of 105) were riding Park and Ride 4-5 days a week.
- Since COVID-19, 80% of respondents (75 of 94) are riding Park and Ride less often than before or not at all.
- Changes in employment status or work schedule and telecommuting are the main reasons people are riding less often or not at all.
- 31% of respondents (23 of 74) expect to start riding more often next year, while 39% (29 of 74) expect to ride more often, but they don't know when yet.
- 20 of 28 respondents (71%) say that continued telecommuting will keep them from riding more often in the future.

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- 77% of current riders (72 of 93 respondents) are riding for work-related purposes.
- The most common industries that respondents work in are public sector (including education) and technology. Many respondents replied that they work at LANL without specifying a specific industry.
- 74% of respondents (64 of 86) visit the NMDOT Park and Ride website less than once a week. 70% of respondents (53 of 76) indicated that the schedules were the most useful feature of the website.
- 95% of respondents (82 of 86) subscribe to at least one Rider Alert, and 61% of those respondents (50 of 82) say that Rider Alerts are highly effective.
- 44% of respondents (38 of 86) use the P&RealTime app to track the location of their buses, and 58% of those respondents (22 of 38) say that the app is somewhat reliable.

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