



Santa Fe Multimodal Transition Plan

Public Engagement Appendices



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Appendix A: Santa Fe General Public and Unhoused Survey

INTRODUCTION

As an element of the Santa Fe Multimodal Transition Plan, a survey was conducted of the general public in Santa Fe, NM. This survey was conducted online through the SurveyMonkey platform and through paper copies manually entered by affiliated staff. A survey form was developed by the study team and reviewed by The City of Santa Fe and the Santa Fe Metropolitan Planning Organization. The General Public Survey was promoted through email lists, e-newsletters, social media, Safe Routes to Parks events, and Safe Routes to Schools events. In addition, if participants indicated they were experiencing homelessness, they were directed to the Insert for the Unhoused Survey, which is summarized at the end of this appendix. Unhoused persons were incentivized to take the surveys with a chance to win a \$5 gift card to Starbucks. The survey was open from May 17th to July 23rd, 2021, and the following summarizes the results.

SURVEY RESULTS: GENERAL PUBLIC SURVEY

A total of 884 people responded to at least one question. 805 chose to respond to the English version of the survey, and the rest (79) responded in Spanish. In total, there were 602 surveys completed online and 282 paper surveys. There was an additional insert for those who indicated they do not currently have a home. 30 people responded to the unhoused survey (summarized at the end of this memo).

1. Please identify how often you used the following types of transportation (Pre-COVID Conditions):

This question was broken down into five categories plus an “other” category where participants could specify their type of transportation. The categories included: driving a private vehicle, walking, riding a bicycle, using Santa Fe Trails (public transportation), and using the Rail Runner Express. The results are shown in Table 1.

Table 1: Please identify how often you used the following types of transportation (Pre-COVID Conditions):										
	Private Vehicle	Percent	Walk	Percent	Bicycle	Percent	Santa Fe Trails Transit (Bus)	Percent	Rail Runner Express	Percent
Daily	425	49%	256	31%	47	6%	33	4%	5	1%
3-6 days per week	273	32%	173	21%	94	12%	35	4%	13	2%
1-2 days per week	85	10%	135	17%	92	12%	32	4%	14	2%
Between weekly and monthly	29	3%	74	9%	104	13%	27	3%	35	4%
Between monthly and annually	13	2%	62	8%	113	14%	106	13%	266	34%
Never	39	5%	114	14%	350	44%	571	71%	460	58%
Total	864	100%	814	100%	800	100%	804	100%	793	100%
Other Categories			Number	Percent						
Carpool/Rideshare			29	41%						
Park and Ride Bus			7	10%						
Walk/Bike/Run/Skateboard/Scooter			16	23%						
RTD Blue Bus			8	11%						
Other			10	14%						
Total			70	100%						
Total Responses			4,145							

Respondents were allowed to respond to each individual mode, resulting in a total of 4,145 specific responses from 864 individuals. Of the 864 people who use a private vehicle, nearly half (49 percent) use it daily, and approximately 32 percent use it 3-6 days per week. Combined, this means 81 percent of respondents drive a private vehicle for a substantial portion of the week.

Of the 814 people who responded to the “walk” category, 31 percent indicated they do so daily, and 38 percent indicated they do so at least once per week (by combining the 1-2 days per week responses with the 3-6 days per week responses). A notable 14 percent responded that they never walk. On the other hand, bicycles seem to follow the opposite pattern to walking, with 44 percent of the 800 respondents answering they never ride a bike, a mere 6 percent responding they ride daily, 12 percent riding 3 to 6 days per week, and 12 percent riding 1 to 2 days per week.

The Santa Fe Trails and Rail Runner Express follow a similar pattern to bicycling, with most people (71 percent and 58 percent respectively) responding that they never ride. The next highest category for both transportation modes is “between monthly and annually,” with 13 percent for Santa Fe Trails and 34 percent for the Rail Runner Express. Only 15 percent of the 804 respondents indicated they ride Santa Fe Trails more frequently than monthly and an even lower 9 percent for the Rail Runner Express.

For the 70 people who responded to the “other” option, carpool/rideshare was the most popular write-in (29 people). Question 1 yielded a total of 4,145 responses. Overall, this data indicates that driving and walking are the prevalent modes of transportation, with far fewer respondents using other modes on a regular basis.

2. If you ride the bus on a regular basis which routes do you generally utilize? Select all that apply:

This question elicited responses from 327 people, including 72 people who answered that they do not use the service on a regular basis. The question generated 621 responses due to the option to provide multiple answers. As shown in Table 2, the most popular route was #2 Cerrillos, with 25 percent of the 621 selections indicating use of this route. The second most popular was #1 Agua Fria (18 percent). Some notable mentions include the SCRTD Blue Bus (4 percent) and NMDOT Park and Ride (1 percent), both write-ins.

Routes	Number	Percent
Route #2 Cerrillos	155	25%
Route #1 Agua Fria	110	18%
Route #4 Downtown-St. Francis-Siringo-Camino Carlos Rey-Santa Fe Place	69	11%
Route #21 Santa Fe Place-Community College	61	10%
Route #24 Santa Fe Place-Tierra Contenta-Country Club	50	8%
Santa Fe Pick-Up	41	7%
Route #6 Downtown-Galisteo-St. Vincent’s-St. Francis	34	5%
Route #26 Santa Fe Place-South Cerrillos-Santa Fe Fashion Outlets	30	5%
Route #M Downtown-E.Alameda-St. John’s College-Museum Hill	27	4%
NCRTD Blue Bus	25	4%
NMDOT Park and Ride	8	1%
Other (Not Identified)	11	2%
Total	621	100%

Among “other,” respondents included the ski bus/ski shuttle.

3. Which of the following factors limit your interest or ability to use Santa Fe Trails bus service? (Rate each from 1 to 5, 1 being a low factor and 5 being a high factor):

Question 3 asked participants to rate each factor on how it limits their ability to use the Santa Fe Trails bus service on a scale of 1-5. A rating of 1 means it is a low factor (does not limit ability), and a rating of 5 means it is a high factor (significantly limits ability). Any average rating over 2.5 indicates that most people find the option to be a limiting factor in their usage of the Santa Fe Trails bus, and alterations could be considered to increase ridership. 705 people responded to this question. The results are shown in Table 3.

Table 3: Which of the following factors limit your interest or ability to use Santa Fe Trails bus service? (Rate each from 1 to 5, 1 being a low factor and 5 being a high factor)							
Factors	1	2	3	4	5	Total	Average Score
It takes too long to travel to my destination(s)	184	53	111	110	247	705	3.3
	26%	8%	16%	16%	35%	100%	
The nearest stop is too far	244	75	119	71	189	698	2.8
	35%	11%	17%	10%	27%	100%	
Service doesn't start early enough	340	72	104	44	73	633	2.1
	54%	11%	16%	7%	12%	100%	
Service ends too early	278	59	127	68	107	639	2.5
	44%	9%	20%	11%	17%	100%	
I don't feel safe on the bus	269	80	118	70	105	642	2.5
	42%	12%	18%	11%	16%	100%	
I don't feel safe walking to/from the bus stop	308	75	87	64	105	639	2.3
	48%	12%	14%	10%	16%	100%	
Transit fares are too high	387	140	91	38	40	696	1.9
	56%	20%	13%	5%	6%	100%	
The service is too infrequent	225	66	139	110	134	674	2.8
	33%	10%	21%	16%	20%	100%	

Three categories received an average score over 2.5:

- It takes too long to travel to my destination(s) (3.3)
- The nearest stop is too far (2.8)
- The service is too infrequent (2.8)

This suggests that there are three alterations to the bus service that would increase ridership:

- Quicker travel times
- Additional stops or expanded service area through a demand response service
- More frequent service

There are two categories that fall on the cusp at an average rating of exactly 2.5. These are “Service ends too early” and “I don’t feel safe on the bus.” If the City of Santa Fe is looking for additional ways to increase ridership than those concluded above, one straightforward option is to run the service later in the day. Increasing safety might require another survey listing options that would make passengers feel safer. However, it must be noted that nearly half (48 percent) of people rated safety a 1, and therefore, might not need to be considered to increase ridership.

4. If you regularly rode public transit to work and other trips before the pandemic, will you have reservations about using it after a 'return to normal'?:

As shown in Table 4, over one-third of the 691 respondents (35 percent) said they have no reservations about using public transportation after the pandemic, 22 percent feel neutral, 19 percent have some reservations, 18 percent are not sure, and only 6 percent said they have strong reservations. Those who are unsure might have responded because the pandemic situation is constantly changing, and they cannot predict whether they will feel safe using public transportation when allowed to work in person again. Overall, however, these results indicate that the pandemic will have low impacts on public-transit usage in the long term.

Table 4: If you regularly rode public transit to work and other trips before the pandemic, will you have reservations about using it after a 'return to normal'?		
	Number	Percent
No reservations at all	239	35%
Some reservations	132	19%
Neutral	155	22%
Strong reservations	40	6%
Not sure	125	18%
Total	691	100%

5. If you would like to walk more (for trips to school, work, errands, etc.) but don't, what is the biggest barrier or constraint that keeps you from doing so? (Select all that apply):

As shown in Table 5, for the 776 respondents, the most prevalent barrier for walking is “poor or no sidewalks” (52 percent of respondents), followed by “destinations are too far away” (50 percent). The third and fourth most checked options involve safety, with 60 percent of respondents choosing traffic and/or personal safety concerns. Interestingly, if people had additional or well-maintained sidewalks, many would likely also feel safer walking beside traffic. This question shows that increasing the number of usable sidewalks around Santa Fe could increase the walking population.

Table 5: If you would like to walk more (for trips to school, work, errands, etc) but don't, what is the biggest barrier or constraint that keeps you from doing so? (Select All That Apply)			
	# Responses	% Responses	% Respondents
Poor or no sidewalks	401	20%	52%
Destinations are too far away	387	19%	50%
Traffic safety concerns	358	18%	46%
Personal safety concerns	295	15%	38%
Things I need to carry are too heavy	278	14%	36%
Takes too much time	249	12%	32%
Disability/Health Issues	17	1%	2%
Weather	11	1%	1%
I do walk	4	0%	1%
Other (Undefined)	15	1%	2%
Total Responses	2,015	100%	
Total Individual Respondents	776		100%

Crosstabulation by Zip Code

Question 5 responses were also cross tabulated against the respondent's zip code, for the three major zip codes in Santa Fe: 87501 (Downtown and North), 87505 (Southeast) and 87507 (West) in order to gain an understanding of walking constraints in general areas of the city. Specific geographic areas are presented under the Question 11 discussion, below.

As shown in Table 6, having poor or no sidewalks was the biggest factor in the northern and southeastern portions of the city, and a slightly less important factor in the western portion of the city. Probably reflecting development patterns, the key factor in western Santa Fe is that destinations are simply too far away. Traffic safety concerns were relatively important in the southeast portion of Santa Fe, while personal safety concerns were more important in western Santa Fe.

Table 6: Cross Tabulation of Q5 Versus Respondent Zip Code (For Key Santa Fe Zip Codes)						
	87501 - North		87505 - Southeast		87507 - West	
	# Responses	% of Respondents	# Responses	% of Respondents	# Responses	% of Respondents
Poor or no sidewalks	59	48%	112	48%	114	39%
Destinations are too far away	45	37%	96	41%	144	49%
Traffic safety concerns	44	36%	103	44%	114	39%
Personal safety concerns	30	25%	79	34%	114	39%
Things I need to carry are too heavy	34	28%	73	31%	104	36%
Takes too much time	29	24%	60	26%	98	34%
Total Individual Respondents	122	100%	235	100%	292	100%

6. If you would like to bike more (for trips to school, work, errands, recreation) but don't, what is the biggest barrier or constraint that keeps you from doing so? (Select all that apply):

As shown in Table 7, a total of 711 people gave 2,128 individual responses. The most common responses to question 6 involved safety with 68 percent of respondents saying a barrier to riding their bike is traffic safety, 36 percent indicated personal safety was a concern, and 44 percent responded they do not feel safe riding in bike lanes. Over half of respondents (56 percent) say a barrier is the lack of bike paths or bike lanes. A lack of bike paths and bike lanes can force bike riders to ride on the road in a motor vehicle lane, which is perceived as being more dangerous than in a bike lane. Respondents' outward opinion about safety, as well as their request for more bike-accessible routes, indicates that expanded separated facilities have a high potential to expand bicycle usage in Santa Fe.

Table 7: If you would like to bike more (for trips to school, work, errands, recreation) but don't, what is the biggest barrier or constraint that keeps you from doing so? (Select All That Apply)			
	# Responses	% Responses	% Respondents
Traffic safety concerns	483	23%	68%
Lack of bike paths or bike lanes	396	19%	56%
Don't feel safe biking in bike lanes	315	15%	44%
Personal safety concerns	255	12%	36%
Destinations are too far away	163	8%	23%
Things I need to carry are too heavy	155	7%	22%
NA: I am not interested in bicycling more	139	7%	20%
Takes too much time	119	6%	17%
I have a bike I want to use but it needs to be repaired	67	3%	9%
Concerned about bicycle theft/my bike was stolen	12	1%	2%
Disability/Health Issues	8	0%	1%
Weather	6	0%	1%
Other	10	0%	1%
Total Responses	2,128	100%	
Total Individual Respondents	711		100%

Most people who responded in the “other” category did so to elaborate on bike safety concerns. Many of the responses involved concerns about the erratic tendency of drivers, some recounting instances of being hit by a car while riding a bike. Many also advocated for more and safer bike lanes throughout the city. Safety on this matter should not be ignored if Santa Fe would like to increase bike ridership.

Crosstabulation by Zip Code

Question 6 responses were also cross tabulated against zip code, as summarized in Table 8. Traffic-safety concerns were expressed relatively evenly over the three areas, being the greatest concern in each. The lack of bike paths or lanes was a higher concern in the northern portion of Santa Fe (54 percent) compared to the other areas (46 and 42 percent). Respondents in western Santa Fe indicated a substantially higher concern that they do not feel safe biking in bike lanes (42 percent) compared to the other areas, perhaps reflecting higher traffic speeds in the more suburban setting. Personal-safety concerns were relatively even across the three areas (24 to 28 percent), while a higher proportion of respondents in western Santa Fe indicated that destinations were too far away.

Table 8: Cross Tabulation of Q6 Versus Respondent Zip Code (For Key Santa Fe Zip Codes)

	87501 - North		87505 - Southeast		87507 - West	
	# Responses	% of Respondents	# Responses	% of Respondents	# Responses	% of Respondents
Traffic safety concerns	70	57%	127	54%	152	52%
Lack of bike paths or bike lanes	66	54%	107	46%	124	42%
Don't feel safe biking in bike lanes	36	30%	78	33%	123	42%
Personal safety concerns	31	25%	57	24%	82	28%
Destinations are too far away	19	16%	27	11%	64	22%
Things I need to carry are too heavy	21	17%	31	13%	63	22%
Takes too much time	13	11%	24	10%	50	17%
I have a bike I want to use but it needs to be repaired	7	6%	22	9%	25	9%
NA: I am not interested in bicycling more	16	13%	37	16%	54	18%
Total Individual Respondents	122	100%	235	100%	292	100%

7. Please tell us if you agree or disagree with the following statements regarding bike-share and/or scooter-share program in Santa Fe. If you agree, please indicate how often you would use it:

Of the 765 respondents, more people responded yes to the first three statements than those who answered no. As shown in Table 9, 56 percent would use a bike-/scooter-share program to make common trips, 64 percent would use it for recreational purposes, and 61 percent would use it if electric bikes were available. Just under half of the respondents (47 percent) would use the program to access public transit, and only 39 percent feel that helmets are a deciding factor.

Table 9: Please tell us if you agree or disagree with the following statements regarding bike-share and/or scooter-share program in Santa Fe. If you agree, please indicate how often you would use it.

	Yes, daily	Yes, weekly	Yes, monthly	Yes, annually	Total Yes	No	Total
I would use it to make more common trips.	78 10%	167 22%	138 18%	46 6%	429 56%	336 44%	765 100%
I would use it for recreational purposes.	66 9%	155 21%	163 22%	95 13%	479 64%	273 36%	752 100%
I would be more inclined to use bicycle-share bikes if electric bikes were available.	102 13%	148 20%	141 19%	69 9%	460 61%	296 39%	756 100%
I would use it to access public transit, like Santa Fe Trails or Rail Runner.	60 8%	89 12%	112 15%	94 13%	355 47%	396 53%	751 100%
I would be more inclined to use it if helmets were provided with the bike or scooter.	87 12%	81 11%	64 9%	60 8%	292 39%	448 61%	740 100%
I am not presently interested in bike- or scooter-share transportation/ recreational options at all because:							
I own a bike/scooter	71	36%					
Scooter sharing services don't work in my experience	27	14%					
Traffic/Safety Concerns	28	14%					
Disability/Health Issues	9	5%					
Other	60	31%					
Total	195	100%					

195 people responded in the "not presently interested because..." category. The most common reason given was that they already own a bike or scooter (71 people) and would not participate in the share program. Some (27) also voiced concerns about a sharing program of this type because they felt it has not worked in other cities. A few people said they would support a bike-share program but do not support a scooter-share program. Many of the write-in responses relating to concerns about the program are worried about scooters littering the sidewalks in Santa Fe.

8. If you work or attend college in Santa Fe, post-COVID and a 'return to normal,' how do you plan to work/attend college?:

As shown in Table 10, the category with the greatest number of responses is people who will be attending work/college in person (38 percent). The second highest group includes those who will not be working or attending college (25 percent), followed by 23 percent splitting their time between work/college and home, and, finally, 14 percent attending from home. Excluding those not working or attending college, 51 percent will be traveling to work or college in person, 31 percent will be splitting their time, and 18 percent will be working/attending from home.

Table 10: If you work or attend college in Santa Fe, post-COVID and a 'return to normal,' do you plan to work/attend college?		
	Number	Percent
From home	107	14%
At work/college	293	38%
Split part time at work/college and home	178	23%
I will not be working or attending college	197	25%
Total	775	100%

9. Which of the following goals for public parking are most important to you? Rate the following on a scale of 1 (not important at all) to 5 (very important):

As shown in Table 11, every option has an average rating of over 3, which means all could be considered of overall importance to the respondents. The two with the highest average ratings are:

- Make it easier and more pleasant to walk or bike (4.1)
- Reduce vehicle congestion (4.0)

Respondents are slightly less concerned with reducing parking spillover or ensuring that spaces are available to those who need it most, but the difference in importance is not substantial.

Table 11: Which of the following goals for public parking are most important to you? Rate the following on a scale of 1 (not important at all) to 5 (very important).

	1 - Not important at all	2 - Not important	3 - Neutral	4 - Important	5 - Very important	Total	Average Score
Make it easier to find parking.	60	31	182	216	348	837	3.9
	7%	4%	22%	26%	42%	100%	
Reduce vehicle congestion.	38	28	172	263	322	823	4.0
	5%	3%	21%	32%	39%	100%	
Make it easier and more pleasant to use other forms of travel, like walking and biking.	35	28	144	209	406	822	4.1
	4%	3%	18%	25%	49%	100%	
Make space available to those who need it the most - for example, in a retail district, customers are prioritized.	59	70	225	241	227	822	3.6
	7%	9%	27%	29%	28%	100%	
Reduce spillover parking from nearby destinations - like retail, restaurants, employment centers, and recreation hubs - into other neighborhoods.	74	72	270	216	182	814	3.4
	9%	9%	33%	27%	22%	100%	

10. Please tell us if you agree or disagree with the following statements (strongly agree to strongly disagree):

As shown in Table 12, the following are all statements where the highest percentage of people agree:

- On-street public parking should be available on a first-come, first-served basis (65 percent agree).
- The desire of the community to encourage other travel options is a very important factor when determining the price of a parking space (48 percent agree).
- The location of the parking space compared to popular destinations is a very important factor when determining the price of a parking space (38 percent agree).

The following is the statement where the highest percentage of people feel neutral:

- On-street public parking should be prioritized for certain users in the busiest areas and/or at the busiest time (41 percent).

The following are all statements where the highest percentage of people disagree:

- It makes sense for public parking to cost more in the busiest areas and/or at the busiest times (51 percent disagree).
- On-street public parking should be dedicated to certain users in all or most areas (47 percent disagree).
- On-street parking should be prioritized over other potential uses of the public right-of-way (e.g., bike lanes, transit stops, curbside dining, etc.) in the busiest areas and/or at the busiest times (52 percent disagree).

The most notable conclusion from this question is that respondents do not think on-street parking spots should be prioritized to certain groups, but rather should be available on a first-come, first-served basis.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total		
On-street public parking should be available on a first-come, first-served basis.	27	46	216	329	207	825	Agree	65%
							Neutral	26%
	3%	6%	26%	40%	25%	100%	Disagree	9%
On-street public parking should be prioritized for certain users in the busiest areas and/or at the busiest time.	85	126	331	199	76	817	Agree	34%
							Neutral	41%
	10%	15%	41%	24%	9%	100%	Disagree	26%
It makes sense for public parking to cost more in the busiest areas and/or at the busiest times.	190	230	166	168	70	824	Agree	29%
							Neutral	20%
	23%	28%	20%	20%	8%	100%	Disagree	51%
On-street public parking should be dedicated to certain users in all or most areas.	168	212	281	112	43	816	Agree	19%
							Neutral	34%
	21%	26%	34%	14%	5%	100%	Disagree	47%
On-street parking should be prioritized over other potential uses of the public right-of-way (e.g. bike lanes, transit stops, curbside dining, etc.) in the busiest areas and/or at the busiest times.	235	190	221	115	57	818	Agree	21%
							Neutral	27%
	29%	23%	27%	14%	7%	100%	Disagree	52%
The desire of the community to encourage other travel options, like transit, walking, and biking, is a very important factor when determining the price of a parking space.	81	85	255	219	176	816	Agree	48%
							Neutral	31%
	10%	10%	31%	27%	22%	100%	Disagree	20%
The location of the parking space compared to popular destinations is a very important factor when determining the price of a parking space.	106	134	263	226	88	817	Agree	38%
							Neutral	32%
	13%	16%	32%	28%	11%	100%	Disagree	29%

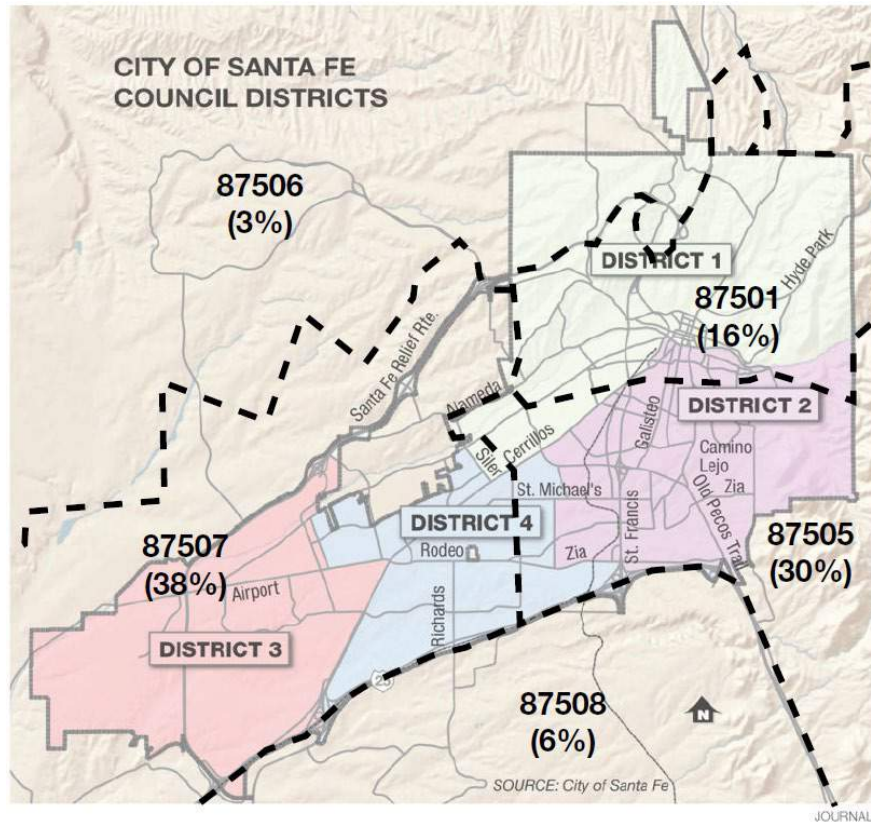
11. What is your home zip code?:

Five zip codes contributed to at least a few percentage points of the total listed in Table 13 (92 percent). The rest were outlying zip codes grouped into an “other” category (8 percent). Of the recurring zip codes, three cover the most significant area in Santa Fe. The red percentage bars show each of the main zip code’s contributions to the total of the three (i.e., 87507 makes up 51 percent of the responses that included 87507, 87505, and 87501). Most people (51 percent) of this breakdown live in West Santa Fe and outlying areas.

	#	% of Total	% of Zones Largely
87507 West Santa Fe (West of Camino Carlos Rey) and Outlying Areas	292	38%	51%
87505 Southeast Santa Fe (East of Camino Carlos Rey, South of Agua Fria St and Paseo de Peralta (South)) and Outlying Areas	235	30%	41%
87501 North Santa Fe (East of Velarde St, North of Agua Fria St and Paseo de Peralta (South)) and Outlying Areas	122	16%	21%
87508 South of Santa Fe (South of I-25)	44	6%	--
87506 Northwest of Santa Fe (North of NM 599)	26	3%	--
Other	59	8%	--
Total	778		

Figure 1 is a map showing the geographical boundaries of each zip code with the percentage of population by zip code from the survey. It also includes the major council districts (City of Santa Fe).

Figure 1: Proportion of Survey Responses by Zip Code



12. Which category includes your age?

Table 14 presents the breakdown of participants of the survey by age. The greatest population was people ages 35-44 (20 percent). The next highest percentage, at 17 percent, was age group 55-64. The smallest population with 81 responses was age group 18-24 (10 percent) and coming in close to that was 18 and under (10 percent).

	Number	Percent
Under 18	82	10%
18-24	81	10%
25-34	110	14%
35-44	160	20%
45-54	115	14%
55-64	133	17%
65+	117	15%
Total	798	100%

13. Gender: How do you identify?

As shown in Table 15, the respondents were 62 percent female, 32 percent male, and 1 percent non-binary or gender fluid. 38 people chose not to answer (5 percent).

Table 15: Gender: How do you identify?		
	Number	Percent
Woman	488	62%
Man	247	32%
Prefer not to answer	38	5%
Non-binary	10	1%
Gender fluid	1	0%
Total	784	100%

14. Which race/ethnicity best describes you? (Please choose only one):

As shown in Table 16, less than half, (47 percent) of participants describe themselves as Caucasian and not Hispanic, which is the largest group. The second-largest group is Hispanic/Latinx at 32 percent, followed by substantially fewer American Indian or Alaskan Native (4 percent), Black or African American (1 percent), and Asian (1 percent). The rest, about 15 percent, prefer not to answer or identify as multiracial.

Table 16: Which race/ethnicity best describes you? (Please choose only one)		
	Number	Percent
American Indian or Alaskan Native	31	4%
Asian	10	1%
Black or African American	11	1%
Hispanic/Latinx	250	32%
White/Caucasian and not Hispanic/Latinx	373	47%
Pacific Islander	2	0%
Multi-racial	36	5%
Multiple ethnicity / Other, please specify	22	3%
Prefer not to answer	57	7%
Total	792	100%

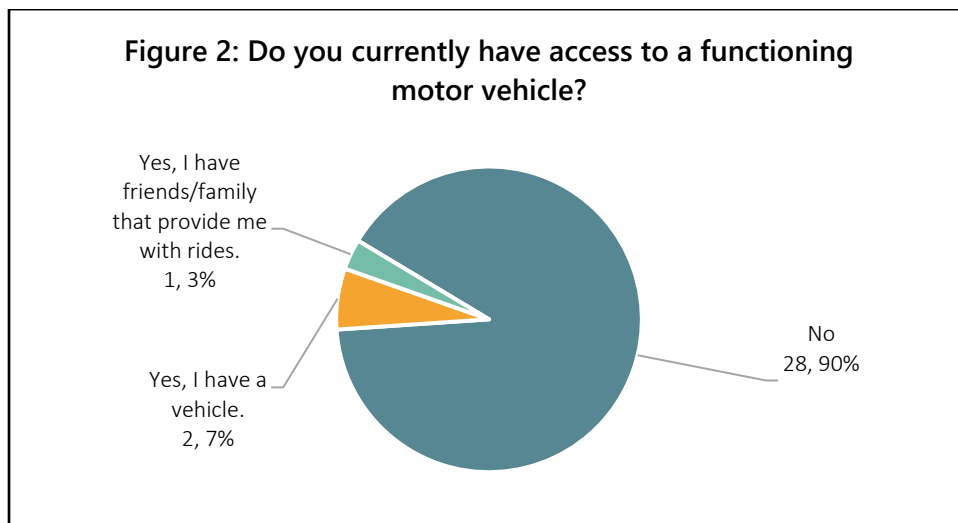
SURVEY RESULTS: INSERT FOR THE UNHOUSED

The data tables below present responses of 30 individuals who participated in the Unhoused Survey. There were 34 responses, four of which indicated that they have not experienced homelessness within the last year and were therefore removed from the proceeding dataset. The following is a summary of the ten questions asked in the survey, followed by the tables presenting the data.

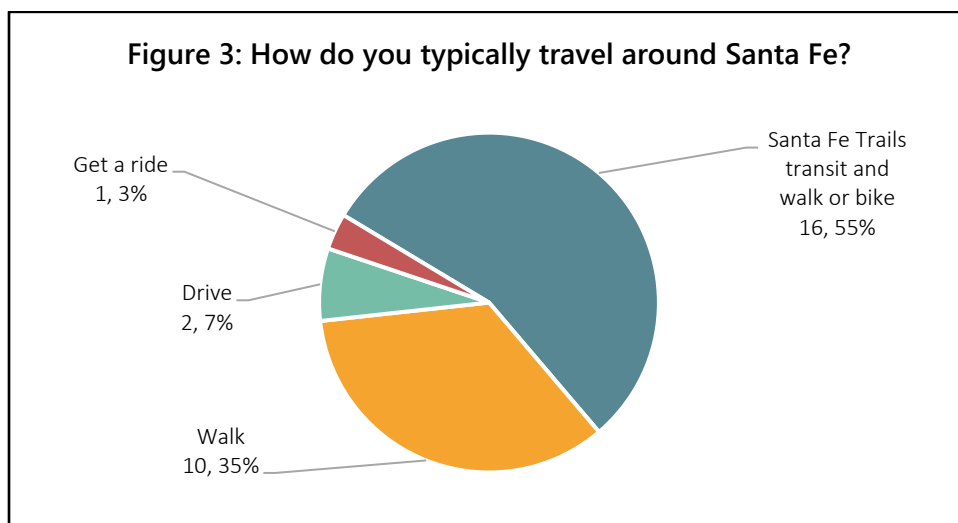
As shown in Table 17, 15 people said they have been experiencing homelessness for less than one year and 12 for more than one year, plus one additional person who was homeless in the last year but now has housing. Two people did not answer this question.

Table 17: Please describe your housing status in Santa Fe (select one):		
	Number	Percent
I am currently experiencing homelessness and have been homeless in Santa Fe for less than one year.	15	47%
I am currently experiencing homelessness and have been homeless in Santa Fe for more than one year.	12	38%
I was experiencing homelessness in Santa Fe within the last year but currently have housing.	1	3%
I have had housing throughout the last year.	1	3%
Does not apply.	3	9%
Total	32	100%

As shown in Figure 2, approximately 90 percent of survey takers do not have access to a functioning motor vehicle.



As shown in Figure 3, more than half of respondents (55 percent) travel around Santa Fe using a combination of bus, biking, and walking, while 34 percent rely solely on walking.



As shown in Table 18, without a car, respondents say health care/doctor (56 percent), homeless service providers (34 percent), and a food pantry (34 percent) are among the most difficult to reach.

Table 18: What services or activities do you need to access that are difficult to get to without a car? Please select all that apply.			
	Number	% of total	% of Respondents
Health care/Doctor	18	19%	56%
Service providers/Shelter	11	12%	34%
Food pantry	11	12%	34%
Work	10	11%	31%
Laundry	10	11%	31%
Library/Public computers	9	10%	28%
Public buildings	9	10%	28%
School	6	6%	19%
Legal services	5	5%	16%
Court services	5	5%	16%
Total	94	100%	
Total Respondents	32		100%

Question 5 requested that participants list destinations they needed help traveling to because they do not have a car. All responses for question 5 are listed in Table 19 (on the following page).

The survey then asked why it was difficult to reach those destinations, the results are shown in Table 20. The two reasons with the most responses were “Transit Schedule” (40 percent of respondents) and “The transit service doesn’t go there/nearest bus stop is too far” (37 percent of respondents).

Table 20: What are the reasons it is difficult to reach those destinations? (select all that apply)			
	Number	% of Total	% of Respondents
Transit schedule	12	21%	40%
Transit service doesn't go there/nearest bus stop is too far	11	19%	37%
Things I need to carry are too heavy	10	18%	33%
Destinations are too far away	8	14%	27%
Transit cost	7	12%	23%
Poor or no sidewalks	5	9%	17%
Transit stops are uncomfortable	2	4%	7%
Personal safety concerns	1	2%	3%
Other	1	2%	3%
Total	57	100%	
Total Respondents	30		100%

Table 19: Please identify up to three specific destinations that you need to access that are difficult to get to without a car (a place name and/or nearby street intersection, for example: "McDonald's on Airport Rd." or "Richards Ave./Rufina St."):

	Number	Percent
Presbyterian Santa Fe Medical Center	5	9%
Walmart on Cerrillos	5	9%
Grocery store	4	7%
Airport	3	5%
SFCC	3	5%
Church	2	4%
Library	2	4%
Rodeo	2	4%
Shelter	2	4%
Airport	1	2%
Bienvenidos Outreach	1	2%
Courts	1	2%
Credit Union	1	2%
De Vargas mall	1	2%
Doctor	1	2%
East Mary St.	1	2%
Healthcare for the homeless	1	2%
Hope unlimited Church	1	2%
Housing services	1	2%
Indian hospital on Cerrillos	1	2%
La Cienaga	1	2%
Laundry	1	2%
Lifelink	1	2%
Loves	1	2%
MVD	1	2%
Nambe	1	2%
Pecos PMS	1	2%
Pete's Place	1	2%
Richards	1	2%
Second Street and Berry Ave	1	2%
Social Services	1	2%
Social services for housing Jaguar	1	2%
St. Michael's	1	2%
Walgreens @ St. Francis	1	2%
Work Chick-fil-a	1	2%
Zia/ St. Francis	1	2%
Total	55	100%

As shown in Figure 4, approximately 39 percent (13 people) do not use a free bus pass. Of those, 33 percent said they did not know that they qualify for one (as shown in Table 21). A combination of knowledge of free bus passes and additional stops at needed locations could help those without a vehicle access daily necessities.

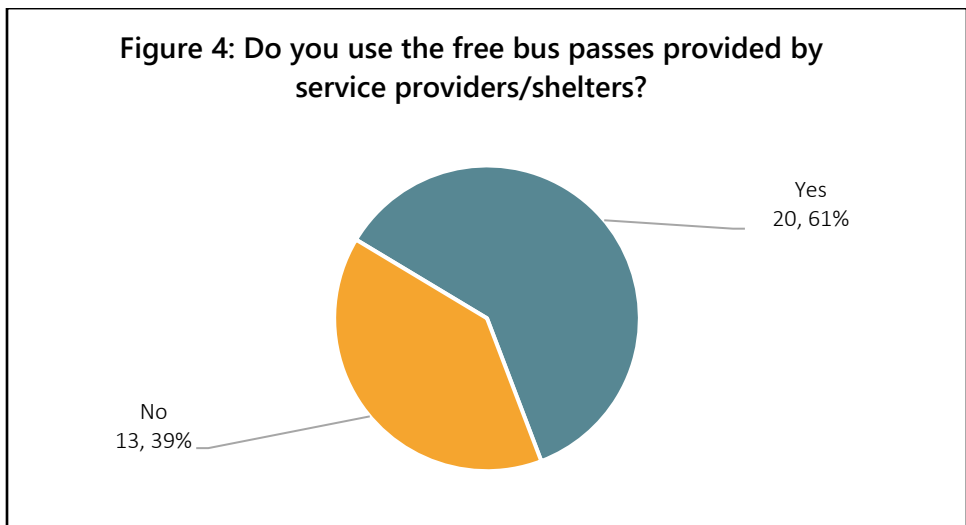
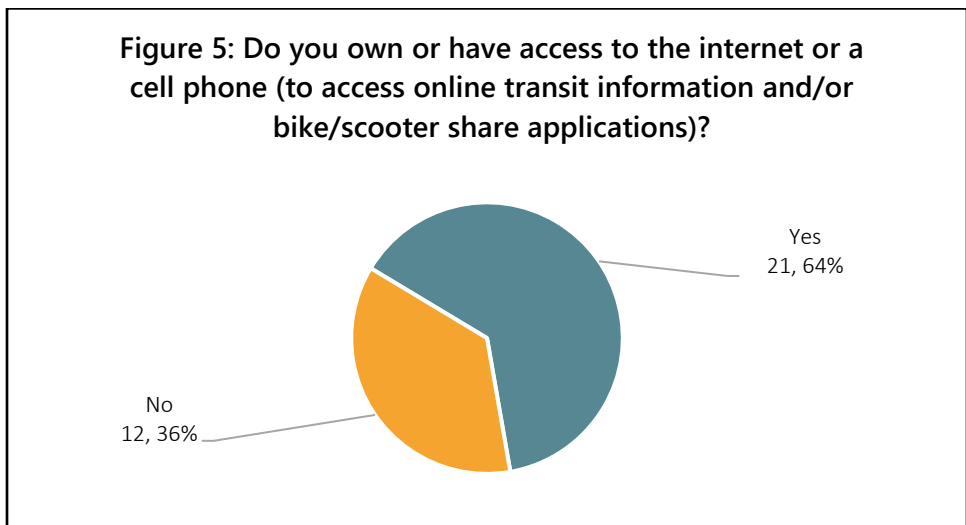


Table 21: If you answered "no" to the above question, why not?

	Number	Percent
I buy my own pass	2	17%
Veteran	2	17%
I didn't know free bus passes were provided	4	33%
I don't need to take the bus	2	17%
Not enough available	1	8%
I ride a bicycle	1	8%
Total	12	100%

Question 9 asked if participants had access to the internet to view transit information. As shown in Figure 5, 21 people responded yes, and 12 responded no. This poses the question of how to relay bus information to those without access to a computer or phone.



Finally, Question 10 asked for general feedback as to how Santa Fe Transportation Services could better serve people experiencing homelessness. The responses are listed in Table 22 below.

Table 22: How can Santa Fe Transportation Services better serve people experiencing homelessness? (open-ended)
Free rides or specialty cards stating homeless and or reduced rates.
The free monthly pass is a great incentive.
Allow the shelters to give out half off bus passes for homeless. So the city can still make a profit while the homeless can get to their destination.
Already covered
Make transit passes more widely available
Earlier and later routes.
Don't know
Keep up the good work!
I think everything is great now
Have longer bus services, reduced bus passes
Move toward a free model.
Free monthly passes used to be available via a church donation, but are no longer available. Would like this service to be reinstated by a provider.
More bus stops, more access to free 30 day bus passes
More frequent stops, early start and later end. Should be 24 hour
More access to 30 day passes
Very accommodating as is

CONCLUSIONS

Based on the results of this survey, the Consultant Team has the following findings.

Overall Mode Use

Santa Feans tend to use a wide variety of travel modes, at least on an occasional basis. While the proportion of respondents that use a private auto or walk at least once a year is high (95 percent and 86 percent), 56 percent indicate they bicycle at least annually, along with 42 percent using Rail Runner and 29 percent using Santa Fe Trails. On a daily basis, however, travel-mode use is more heavily weighted towards the private vehicle (73 percent typically make a vehicle trip over the course of a day) and walking (51 percent), compared with 18 percent bicycling over a day, 8 percent using Santa Fe Trails and 3 percent using Rail Runner. The fact that many more people bicycle and use public transit on an occasional basis (and thus are familiar with the mode) than use it on a daily basis indicates a good potential for increased modal use if specific barriers to regular use can be addressed.

Transit Improvements

Travel time is the key factor limiting transit usage among survey respondents, with half (51 percent) indicating that “It takes too long to travel to my destinations” being a high or very high factor. No other factor scored more than 37 percent indicating high or very high. Other key factors were the frequency of service, personal safety on the buses, and distance to the nearest bus stop. On the other hand,

transit fares are reported to be a low factor limiting transit use. These results indicate the need to focus on speeding transit service, improving frequency, improving safety (and perception of safety) while using the transit system, and considering ways (such as demand response or microtransit strategies) to bring service closer to more residents.

Transit Ridership Recovering from the COVID-19 Pandemic

Following the COVID-19 pandemic, a substantial proportion of respondents indicated that they will be working or attending college classes from home (14 percent) and an additional 23 percent will be splitting their time. Overall, Santa Feans feel some reservations about returning to public transit after the pandemic, with 25 percent indicating some or strong reservations. This indicates that ridership, absent other changes, may well not return to pre-pandemic levels.

Factors Limiting Increased Walking

The lack of sidewalks – or poor quality of the sidewalks – is the #1 factor limiting increased walking. Setting aside the sheer physical distance between trip ends, walking time, and the need to carry packages, other strategies that can influence walking (beyond expanding a quality pedestrian network) are improving traffic safety conditions (such as improved roadway crossings) and improving pedestrian-safety conditions (such as enhanced lighting and vegetation management). Poor sidewalks are particularly cited as a key factor in northern and southeastern Santa Fe, while long physical distances are the key factor in western Santa Fe.

Factors Limiting Increased Biking

Safety is the key issue reported by respondents that limits bicycling, including 68 percent that cite traffic safety concerns as a major barrier, 56 percent citing the lack of bike paths or lanes, 44 percent that do not feel safe in the bike lanes, and 36 percent that cite personal-safety concerns. Traffic-safety and personal-safety concerns are of similar concern across the city, while the lack of bike paths or bike lanes is a particular concern in northern Santa Fe and respondents in western Santa Fe, in particular, indicated that they do not feel safe biking in bike lanes.

Bike Share / Scooter Use

Santa Feans by a small margin indicate they would use a micromobility program (56 percent indicating they would use it for common trips and 64 percent for recreational trips) though most of the respondents interested in this mode would use it occasionally rather than daily.

Parking Management Strategies

Survey respondents indicated a desire to “have it all” with regard to parking, showing a high interest in making it easier to find parking (a total of 68 indicating 4 or 5 on a scale of 1 to 5), while also reducing vehicle conditions (a total of 72 percent) and making it easier for other forms of travel (74 percent). Respondents did not show a high level of support for active parking management, with 65 percent agreeing or strongly agreeing with making parking available on a first-come, first-served basis, only 33 percent agreeing/strongly agreeing that parking should be prioritized for certain users at peak times and 51 percent disagreeing or strongly disagreeing with the statement that “it makes sense for public parking to cost more in the busiest areas and/or at the busiest times.”

Improving Mobility for the Unhoused

The unhoused who responded to the survey are highly dependent on alternative transportation modes, as 90 percent do not have access to a functioning motor vehicle. As a result, they largely use Santa Fe Trails or walk. They particularly have difficulties accessing health care services (56 percent), especially identifying difficulties accessing the Presbyterian Santa Fe Medical Center and Walmart. Important factors limiting mobility are the limited hours of transit service, limited transit service area, and the challenges of carrying heavy packages. Of note, 4 of the 33 respondents were not aware of the free bus passes available through social service programs, indicating a need for greater promotion of this option.

Appendix B: Santa Fe Student Transportation Survey

INTRODUCTION

As an element of the Santa Fe Multimodal Transition Plan, a survey was conducted of students in grades 6-12 in Santa Fe, NM, to gather data on how they get to and from school and around Santa Fe. This survey was conducted online through the SurveyMonkey platform. A survey form was developed by the study team and reviewed by Santa Fe Metropolitan Planning Organization staff. The survey was distributed through teachers in the Santa Fe school districts. To promote participation, the three teachers who had the most students respond received a gift card. The specific survey questions are presented below. Data was collected from April 13 to May 26, 2021.

SURVEY RESULTS

A total of 692 participants responded to at least one question. The results were reviewed to eliminate those respondents that indicated they were not in 6th through 12th grade to ensure the data remained consistent, leaving 690 students. The following summarizes the results of the survey.

1. What school do you currently attend?

As shown in Table 1, the responses included 13 schools: 11 elementary schools and two high schools. For this survey, all the elementary schools were grouped as grades 6-8, and the two high schools were grouped as grades 9-12. Many of these schools do not solely enroll students in these grades. However, all of the collected data fit into these two categories. Cross tabulation shows that about two-thirds of student respondents were in grades 6-8 (shown in Table 2) and one-third were in grades 9-12 (shown in Table 3). This breakdown is included throughout the rest of the summary.

School	Count	Percentage
Santa Fe High School	198	29%
El Dorado Community School	145	21%
Nina Otero Community School	81	12%
El Camino Real Academy	52	8%
Mandela International Magnet School	50	7%
Gonzales Community School	38	6%
Piñon Elementary School	32	5%
Early College Opportunities High School	28	4%
Wood-Gormley Elementary School	25	4%
Carlos Gilbert Elementary School	22	3%
Francis X Nava Elementary School	17	2%
Tesuque Elementary School	1	0%
The Tutorial School	1	0%
Total Responses	690	100%

Table 2: Grades 6-8 Schools			
School	Count	Percentage	
El Dorado Community School	145		31%
Nina Otero Community School	81		17%
El Camino Real Academy	52		11%
Mandela International Magnet School	50		11%
Gonzales Community School	38		8%
Piñon Elementary School	32		7%
Wood-Gormley Elementary School	25		5%
Carlos Gilbert Elementary School	22		5%
Francis X Nava Elementary School	17		4%
Tesuque Elementary School	1		0%
The Tutorial School	1		0%
Total Respondents	464		100%

Table 3: Grades 9-12 Schools		
School	Count	Percentage
Santa Fe High School	198	88%
Early College Opportunities High School	28	12%
Total Respondents	226	100%

2. Name of your teacher:

Teachers were provided incentive to promote the survey. As mentioned in the introduction, the three teachers who got the most participation received a gift card.

3. What grade are you currently in?

As shown in Table 4, the grade with the most participation was 6th grade (34 percent). As the grades increased, participation steadily decreased.

Table 4: What grade are you currently in?			
Grade	Count	Percentage	
6	233		34%
7	119		17%
8	113		16%
9	77		11%
10	67		10%
11	55		8%
12	26		4%
Total Responses	690		100%

4. How do you normally travel to and from school (before COVID/remote school?) (select all that apply)

The results of this question are summarized in Table 5.

Table 5: How did you normally travel to and from school (before COVID/remote school?) (select all that apply)						
Response	Grades 6-8		Grades 9-12		Total	
	#	%	#	%	#	%
Car (driven by an adult)	393	60%	166	47%	561	55%
School Bus	136	21%	77	22%	220	22%
Walk	72	11%	28	8%	101	10%
Car (driven by yourself)	3	0%	57	16%	60	6%
Bicycle	44	7%	10	3%	54	5%
Skateboard	6	1%	4	1%	10	1%
Santa Fe Trails Bus	3	0%	5	1%	8	1%
Other	3	0%	4	1%	7	1%
Total Responses	660	100%	351	100%	1,021	100%

As shown in Table 6, the “other” responses were as follows:

Table 6: Other modes of travel (out of 7)		
Mode	Count	Percentage
Car (driven by friends/siblings)	3	43%
Train	1	14%
Dirt Bike	1	14%
Scooter	1	14%
Prefer not to say	1	14%
Total Responses	7	100%

A majority (55 percent) indicated that they travel to and from school in a car driven by an adult. The second highest mode of transportation was the school bus (21 percent), and all other modes of transportation fell below 10 percent.

Comparing grades 6-8 to grades 9-12 shows that “car (driven by an adult)” is still the highest mode of transportation at 59 percent and 47 percent respectively; followed by the school bus at 20 percent and 22 percent, respectively. However, the data shows that “walking” is the third-highest mode of transportation for students in grades 6-8, whereas a “car (driven by yourself)” is the third-highest mode for students in grades 9-12. This may be likely as students tend to receive driver’s licenses around grade 10 (age 16).

Further analysis was conducted to review the respondents indicating they use multiple modes (as the survey allowed respondents to choose multiple modes). Table 7 presents the number of respondents by number of modes identified:

Number of Modes	Grades 6-8		Grades 9-12		Total	
	#	%	#	%	#	%
1	390	84%	47	21%	437	63%
2	69	15%	109	48%	178	26%
3	3	1%	66	29%	69	10%
4	2	0%	4	2%	6	1%
Total	464	100%	226	100%	690	100%

The individual combinations of modes identified by respondents is presented in Table 8. At a broad level, this data reflects the wide variety of travel choices among students. The most common mode of transportation for students in grades 6-8 was a car driven by an adult. The most common mode of transportation for students in grades 9-12 was a car driven by an adult in combination with the school bus. Because two-thirds of participants were in grades 6-8, a car driven by an adult was also the most common mode of transportation for the total. The greatest number of modes for students in grades 6-8 is one, but for students in grades 9-12 it is two.

Non-motorized modes of transportation were biking, walking, skateboarding, and scootering. A much greater percentage (44 percent) of high school students use some form of non-motorized transportation compared to elementary students (3 percent). However, more elementary students solely use a non-motor mode of transportation (4 percent) than high school students (1 percent). Nevertheless, most students in grades 6-8 and 9-12 use motorized-only modes of transportation (92 percent and 55 percent respectively). In total, 132 out of the 690 students use some form of non-motorized transportation.

5. What is the reason you travel to school that way?

The results of this question are summarized in Table 10.

Response	Grades 6-8		Grades 9-12		Total	
	#	%	#	%	#	%
Choice (it's what I want to do)	227	49%	129	57%	356	52%
It's the only option available	197	42%	90	40%	287	42%
Other	40	9%	7	3%	47	7%
Total Responses	464	100%	226	100%	690	100%

As shown in Table 11, the “other” responses were as follows:

	Count	Percentage
It's the easiest option	31	66%
Both	15	32%
Prefer not to say	1	2%
Total Responses	47	100%

Most students (52 percent) responded that their mode of transportation is a choice. A significant portion of students (42 percent) answered that it is the only option available. Of the 7 percent that responded other, two-thirds specified that their reason is “it’s the easiest option.” This was not grouped in with the first option, “choice”, to eliminate assumptions about respondents’ meaning.

The option “choice” increased by eight percent when 6th through 8th graders were compared to 9th through 10th graders, indicating that high school students have more choice in how they get to school than elementary students.

6. If you don't walk or ride a bike / skateboard / scooter to school, what is the reason why? (select all that apply)

The results of this question are summarized in Table 12.

Response	Grades 6-8		Grades 9-12		Total	
	#	%	#	%	#	%
Distance / time	278	37%	159	46%	437	39%
My parents / guardians don't let me	148	20%	42	12%	190	17%
Safety concerns	135	18%	47	14%	182	16%
Weather (too hot / cold)	104	14%	38	11%	142	13%
Don't own a bike / skateboard / scooter	45	6%	37	11%	82	7%
It's not cool	12	2%	6	2%	18	2%
Other	26	3%	19	5%	45	6%
Total Responses	748	100%	348	100%	1121	100%

As shown in Table 13, the “other” responses were as follows:

	Count	Percentage
I would rather use another method	20	44%
I don't want to	18	40%
No reason	4	9%
It is too hard of a ride	3	7%
Total Responses	45	100%

The largest portion responded that distance or time is why they do not walk or ride a bike (39 percent), perhaps due, in part, to living too far away for it to work with their schedule. This suggests that students favor driving transportation, like cars or the bus, which was also reflected in question four. The second highest response was, “my parents / guardians don’t let me.”

While “distance / time” was the most significant reason for all students not to walk or ride a bike, the gap between this option and “parents / guardians don’t let me” is narrower for students in grades 6-8 than students in grades 9-12. Of high school respondents, 45 percent chose “distance / time” as a reason, whereas 36 percent of elementary students chose this option. On the other hand, only 12 percent of high-school students chose “parents / guardians don’t let me,” but 19 percent of elementary students chose that option. Elementary students are also more concerned about safety (18 percent) than high-school students (13 percent). As students get older, their choice of mode of transportation to school increases, and they become less concerned about safety. Therefore, promoting walking or riding a bike to school will require a different approach depending on the demographic.

7. Did you know you can ride the Santa Fe Trails bus for free?

The results of this question are summarized in Table 14.

Response	Grades 6-8		Grades 9-12		Total	
	#	%	#	%	#	%
Yes	179	39%	124	55%	303	44%
No	285	61%	102	45%	387	56%
Total Responses	464	100%	226	100%	690	100%

When looking at all responses, most students (56 percent) did not know they can ride the Santa Fe Trails bus for free. This might mean the City can increase ridership by solely promoting the amenity. However, when the data is broken into two sections by grade, most 9th – 12th graders (55 percent) do know that they can ride the Santa Fe Trails bus for free. Again, increasing participation in this mode of transportation should be approached differently depending on the demographic. Elementary students would benefit from information, whereas high-school students might need more incentives to ride the bus.

8. If you don't take the Santa Fe Trails bus to school, what is the reason why? (select all that apply)

The results of this question are summarized in Table 15.

Response	Grades 6-8		Grades 9-12		Total	
	#	%	#	%	#	%
I don't have any information about the bus service (locations of stops, schedules, cost, etc.)	208	30%	98	28%	307	28%
My parents / guardians don't let me	147	21%	48	14%	195	18%
Takes too long	96	14%	59	17%	155	14%
Safety concerns	94	13%	53	15%	147	14%
Bus doesn't go where I need to go	84	12%	42	12%	150	14%
It's not cool	16	2%	10	3%	26	2%
Other	54	8%	44	12%	98	9%
Total Responses	699	100%	354	100%	1,078	100%

The largest proportion (28 percent) of respondents indicated that they do not have any information about the bus service, suggesting that promotion to students could be the most impactful way to increase ridership. The next four choices are "my parents / guardians don't let me" (18 percent), "takes too long" (14 percent), "bus doesn't go where I need to go" (14 percent), and "safety concerns" (14 percent). Interestingly, "I live too close to the school" was a common reason in the "other" category (18 responses), as shown in Table 16. These students might be more inclined to walk or ride a bike than ride the Santa Fe Trails bus.

	Count	Percentage
It is easier to use a different method	23	23%
I live close to the school	18	18%
I don't want to	18	18%
I do take the bus	17	17%
No reason	7	7%
It doesn't work with my schedule	5	5%
I ride the school bus	4	4%
I can drive myself	4	4%
I haven't gone to in-person school yet	1	1%
My school doesn't allow me	1	1%
Total Responses	98	100%

Breaking down the responses by grade shows that the data was evenly distributed across all students, regardless of their year in school. The only category that stood out was "my parents / guardians don't let me," which 21 percent of students in grades 6-8 chose but only 14 percent of students in grades 9-12 chose. This corresponds with data from other questions indicating that high-school students make

more of their own choices. The responses to this question correspond with those from question seven. Educating students about the Santa Fe Trails bus systems might be the best way to increase ridership.

9. How interested are you in traveling around the city (for example, to the mall, movies, special events, or parks) using an alternative to the car?

The results of this question are summarized in Table 17.

Response	Grades 6-8		Grades 9-12		Total	
	#	%	#	%	#	%
Extremely interested	64	14%	39	17%	103	15%
Very Interested	125	27%	33	15%	158	23%
Somewhat Interested	182	39%	89	39%	271	39%
Not so interested	71	15%	48	21%	119	17%
Not at all interested	22	5%	17	8%	39	6%
Total Responses	464	100%	226	100%	690	100%

“Somewhat interested” was the option with the highest number of responses (39 percent), while 38 percent responded either very or extremely interested, and 23 percent responded not so or not at all interested.

Cross tabulation by grade confirmed that the highest number of students were somewhat interested in traveling around the city using an alternative to a car (39 percent for both elementary and high school), while 41 percent of students in grades 6-8 graders and 32 percent of students in grades 9-12 were very or extremely interested, and 20 percent of 6th through 8th graders and 29 percent of 9th through 12th graders were not so or not at all interested. Overall, counting the somewhat, very, and extremely interested responses, elementary students are more interested in using an alternative to a car (80 percent) than high school students (71 percent).

10. If you answered “somewhat interested” or “not so interested” to the previous question, what would need to happen for you to be more interested? (select all that apply).

The results of this question are summarized in Table 18.

The highest number for a single category was from students who said they would be more interested in using transportation other than a car if their friends did it (22 percent). This also was the case for grades 6-8. There was no option for students who did not choose “somewhat interested” or “not so interested,” therefore many respondents mentioned this in the “other” category. It was difficult to distinguish between students who did not reply to this question and students who did but were still not interested. For this reason, the responses were grouped into two separate categories within “other”: nothing would make me more interested (40 respondents), and I did not answer “somewhat interested” or “not so interested” (39 respondents). The results are shown in Table 19.

Table 18: If you answered "somewhat interested" or "not so interested" to the previous question, what would need to happen for you to be more interested? (select all that apply)						
Response	Grades 6-8		Grades 9-12		Total	
	#	%	#	%	#	%
If my friends did it	174	21%	77	17%	251	19%
Parental / guardian support	158	19%	56	12%	214	16%
More / conveniently located bus routes	92	11%	57	13%	149	11%
Better / more sidewalks	86	10%	50	11%	136	10%
More comfortable bus shelters	70	8%	46	10%	116	9%
More bike lanes	63	7%	28	6%	91	7%
More trails	55	7%	33	7%	88	7%
More frequent bus service	43	5%	42	9%	85	6%
Access to equipment (bike, skateboard, scooter)	40	5%	27	6%	67	5%
Other	65	8%	40	9%	105	11%
Total Responses	846	100%	456	100%	1,341	100%

Table 19: Other Reasons (out of 144)		
	Count	Percentage
Nothing would make me more interested	40	28%
Increased safety/cleanliness	22	15%
Other	43	30%
Total Responses	144	100%

Breaking the data into grades 6-8 and 9-12 offers more detail about the top three responses. These responses were “if my friends did it” (20 and 17 percent), “parental / guardian support” (18 and 12 percent), and “more / conveniently located bus routes” (10 and 13 percent) for grades 6-8 and grades 9-12 respectively. The data from this question suggests that these are the three best ways to increase student use of alternative methods to a car and focusing on parental / guardian support for elementary students could make a greater impact.

Appendix C: Santa Fe Visitor Transportation Survey

INTRODUCTION

As an element of the Santa Fe Multimodal Transition Plan, a survey was conducted of visitors to Santa Fe. This survey was conducted on-line through the SurveyMonkey platform. A survey form was developed by the study team and reviewed by Santa Fe Metropolitan Planning Organization staff. The survey was promoted through an email blast to emails provided by visitors to the Santa Fe Convention and Visitors Bureau's email list, which totals approximately 110,000 individual email addresses. To promote participation, a prize was generously donated by the Hotel Santa Fe for a free two-night stay (see attachment). The specific survey questions are presented below. The initial email was sent on Tuesday, March 30, 2021 and closed a week later on April 6, 2021.

SURVEY RESULTS

A total of 3,935 individuals responded to at least one question. The results were reviewed to eliminate those respondents that indicated they had not visited Santa Fe within the last few years, in order to ensure that results reflected perceptions of those with a relatively recent experience with Santa Fe. In addition, persons who indicated they lived in Santa Fe were excluded from the survey result database. This yielded a total of 2,619 responses and the following summarizes the results.

1. Please share your email address

A total of 3,905 persons provided an email address.

2. What is the Zip Code where you live?

As shown in Table 1, the responses were grouped by state (as well as by those indicating they live outside of the US). Of the respondents, 26 percent live in the eastern US (east of the Mississippi River), followed by 20 percent from Texas, 12 percent from Colorado, and 9 percent from New Mexico, while 1 percent indicated they live outside of the US.

Location	#	%
Eastern US	689	27%
Texas	516	20%
Colorado	326	13%
New Mexico	238	9%
California	212	8%
Upper Midwest (IA, MN, WI)	148	6%
Arizona	130	5%
Great Plains	129	5%
Pacific NW & Hawaii	100	4%
Arkansas, Louisiana	0	0%
Nevada, Utah	43	2%
Northern Rockies	27	1%
Foreign	17	1%
Total Responses	2,575	100%

3. Have you visited Santa Fe within the last five years?

Of those who responded, 67 percent indicated they had visited Santa Fe within the last five years and were, therefore, kept in the database.

4. How did you travel to Santa Fe for this visit?

As shown in Table 2, the majority (64 percent) indicated they made their trip to Santa Fe by private auto, followed by 29 percent who flew in by commercial airline, and 3 percent by Rail Runner. No other mode exceeded 2 percent.

Mode	#	%
Private auto	1,521	64%
Airline	678	29%
Rail Runner	70	3%
Rental Car	51	2%
Amtrak	22	1%
RV	8	0%
Regional bus service	6	0%
Tour Bus	4	0%
Shuttle	3	0%
Private Plane	3	0%
Other	1	0%
Uber	1	0%
Total Responses	2368	100%

5. Please check all the ways you used to get around while in Santa Fe

The results of this question are summarized in Table 3.



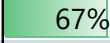


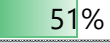
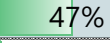


Mode	#	%	# Of Modes Used		
Walk	2,084	88%			
Private auto	2,023	86%			
Hotel or Other Shuttle	383	16%	1	316	14%
The Downtown Santa Fe Pickup Shuttle	310	13%	2	1,325	57%
Uber / Lyft	290	12%	3	514	22%
Santa Fe Trails Bus	105	4%	4	141	6%
Bicycle	77	3%	5	30	1%
Rental Car	6	0%	6	9	0%
Tour Bus	5	0%	7	2	0%
Taxicab	4	0%	8	1	0%
Scooter/Motorcycle	2	0%	Number using auto and walking only		
Wheelchair	2	0%			
The "Blue Bus" (NCRTD)	1	0%		1,173	50%

Respondents were given the opportunity to check multiple travel modes. The most prevalent answer was walking, indicated by 88 percent of all respondents, followed by private auto used by 86 percent. A substantial proportion used some form of shared mobility as part of their trip, including 16 percent who used a shuttle service, 13 percent who used the public “Pickup” shuttle, 12 percent who used Uber/Lyft, and 4 percent who used Santa Fe Trails. Only 3 percent of visitors indicated that they rode a bicycle as part of their trip.

A more detailed evaluation of these results reflects the “multimodal” aspect of many visitor’s trips. Only 14 percent of visitors indicated that they used only a single mode as part of their trip. The largest proportion (57 percent) used two modes, 22 percent used 3 modes, and 7 percent used 4 or more modes. Of all respondents who answered, 50 percent indicated that they used the following two modes: walking and private auto. This indicates the importance of pedestrian and parking facilities as a package.

6. If you did take a public bus or shuttle, how was your experience including cleanliness and convenience? 1 (very dissatisfied), 2 (dissatisfied), 3 (neither satisfied nor dissatisfied), 4 (satisfied), or 5 (very satisfied)

As shown in Table 4, 67 percent indicated “neither satisfied nor dissatisfied.” Of the remainder, a very large majority were satisfied with their transit trip, with 51 percent indicating “very satisfied” and 47 percent indicating “satisfied,” compared with only 2 percent “dissatisfied” and 1 percent “very dissatisfied.”

Table 4: If you did take a public bus or shuttle, how satisfied were you with your experience including cleanliness and convenience?						
Very satisfied	397		17%	Excluding Neither Satisfied nor Dissatisfied		
Satisfied	368		16%			
Neither satisfied nor dissatisfied	1,585		67%			
Dissatisfied	12		1%			
Very dissatisfied	6		0%			
				Very satisfied		51%
				Satisfied		47%
				Dissatisfied		2%
				Very dissatisfied		1%

7: Please score the following factors that play into you and your family’s travel choices while in Santa Fe on a scale of 1 (not important at all) 2 (not important) 3 (neutral) 4 (important) to 5 (extremely important)

The four factors included:

- Travel time
- Personal/Family schedules
- Convenience of the travel choice
- Safety of the travel choice

As shown in Table 5, the most important factor among respondents was personal/family schedule, with 83 percent indicating that it is “important” or “very important”. This was followed by 63 percent indicating that convenience was “important” or “very important” and 59 percent indicating the importance of travel time. In comparison, only 20 percent indicated that safety was “important” or

“very important,” which perhaps reflects an overall perception that travel around Santa Fe is “safe”. In sum, these responses indicate how alternative transportation modes must be convenient in meeting visitor’s schedules.

Table 5: Please score the factors that play into you and your family's travel choices while in Santa Fe:

	Travel Time		Personal / Family Schedules		Convenience of the Travel Choice		Safety of the Travel Choice	
	#	%	#	%	#	%	#	%
Very important	254	11%	575	24%	388	16%	113	5%
Important	1,130	48%	1,392	59%	1,109	47%	344	15%
Neutral	633	27%	309	13%	633	27%	696	29%
Not important	249	11%	58	2%	137	6%	473	20%
Not important at all	102	4%	34	1%	101	4%	742	31%

8: If you used your car for trips within Santa Fe while visiting, what improvements would allow you to leave your car parked while here?

As shown in Table 6, the largest proportion (41 percent) of respondents indicated that improved transit service would be the biggest factor in getting them to not use their car for trips in Santa Fe, followed by 33 percent that indicated the need for better sidewalks and 8 percent indicated they would like to see better bike trails. Of those respondents who chose to specify an “other” response, the majority wanted to see expanded or improved parking. Much of the desire for parking improvements focused on parking closer to attractions, as well as parking for larger vehicles (such as RVs or taller vans). Other desired improvements were for better ADA access, improved signage, and an interest in micromobility such as scooters.

Table 6: If you used your car for trips within Santa Fe while visiting, what improvements would allow you to leave your car parked while here?

Improvements	#	%
Improved transit service	969	41%
Better sidewalks	788	33%
More, Improved Parking	243	10%
Better bike trails	182	8%
Improve Shuttle Service	56	2%
Better Signage, Tourist Info.	50	2%
More Accessibility - ADA	21	1%
Improve Security	13	1%
Improve Public Transit	11	0%
Improved Auto Security	9	0%
Micromobility (Scooters, pedicabs, ebikes)	7	0%
Taxi Service	5	0%
Improve Sidewalks	4	0%
Total	2,360	100%

9: If there were free parking available near downtown and a free shuttle service was provided at least every 10 minutes with a short hop to the plaza, would you use it?

As shown in Table 7, a large majority (90.4 percent) of respondents indicated that they would use this option, compared with 3.4 percent indicating they would not, and 6.3 percent indicating “perhaps”. Of this latter group, common factors were if the visitor were to stay outside of the immediate Plaza area, if service is frequent and dependable, if service is ADA accessible, and if the parking area is secure.

A cross tabulation of these results was also conducted to focus only on those visitors that indicated they traveled to Santa Fe by private auto. This indicated a slightly higher interest in a convenient intercept/shuttle program, with 91.5 percent indicating in the affirmative.

Table 7: If there were free parking available near downtown and a free shuttle service was provided every 10 minutes with a short hop to the plaza, would you use it?			
Yes	2,140	90.4%	
No	80	3.4%	
Perhaps, if:	148	6.3%	
	We stay at lodging outside of the plaza area	23	
	Service is frequent / dependable	11	
	Service is ADA accessible	10	
	Parking area is secure	10	
	Service is COVID-safe	9	
	It serves points of interest	9	
	Service is safe	6	
	Service runs late in the evening	4	
	Stops have bus shelters	4	
	Good information is available	4	
	Close-in parking is not available	3	
	Dogs are permitted	3	
	It provides a short travel time	2	
	We are not carrying shopping or bulky items	2	
			Crosstabulation: Arrived by Private Auto
	Yes	1,391	91.5%
	No	40	2.6%
	Perhaps	90	5.9%

10. When thinking about your travel experience in Santa Fe, how could it have been improved? Please score the following goals on a scale of 1 (not important at all), 2 (not important), 3 (neutral), 4 (important), or 5 (extremely important)

As shown in Table 8, of the four options specified in the survey, the most important to respondents was making it easier and more convenient to walk, which was indicated to be “very important” by 29 percent of respondents and “important” to another 50 percent. More convenient public transit came in second, with 16 percent indicating “very important” and 47 percent indicating “important”. Bicycling was not as important to visitors, with only 20 percent indicating “very important” or “important”. A bike-share program was identified as either “not important” or “not important at all” by 54 percent, with another 24 percent indicating that they had no strong opinion either way (“neutral”).

A total of 135 respondents used the “other” option to identify other suggestions. Of these, the greatest number (35) desired improved parking, followed by 21 percent wanting improved shuttle service and 14 wanting improved accessibility for persons with disabilities or seniors. Individual respondents indicated the desire for expanded Rail Runner schedules, later service along Canyon Road, and separated spaces for pedestrians and cyclists. Also attached are the individual responses to this question.

Table 8: When thinking about your travel experience in Santa Fe, how could it have been improved? Please score the following goals:								
	Making it easier and more convenient to use public transit		Making it easier and more convenient to walk		Making it easier and more convenient to bicycle		I would use a bike share rental if it were available	
	#	%	#	%	#	%	#	%
Very important	388	16%	676	29%	113	5%	117	5%
Important	1109	47%	1192	50%	344	15%	399	17%
Neutral	633	27%	390	16%	696	29%	570	24%
Not important	137	6%	78	3%	473	20%	399	17%
Not important at all	101	4%	32	1%	742	31%	883	37%
Other Suggestions								
								#
Improve Parking								35
Shuttle Service								21
Improved Accessibility for Disabled and/or Seniors								14
Improve Security								12
Improved public transit-airport/train station/out-of-town connector								8
Improved Information								7
Improved Bicycle Access, Lanes								6
Improved Sidewalks								6
Improved Public Transit								6
Improved Accessibility for Persons with Dogs or Children								4
Improved Taxi, Uber service								1

Appendix D: Santa Fe Trails Onboard Survey

INTRODUCTION

An onboard survey was conducted on Santa Fe Trails fixed routes (Routes 1, 2, 4, 24) and on-demand routes (Routes 5, 6, 21, 22, 26, M) in September/October 2021. Due to the COVID-19 pandemic, the survey was self-service rather than distributed by survey workers as passengers board the bus. Drivers were asked to help assist in asking riders to complete the survey form. Also, as a result of the COVID-19 pandemic, passengers were given the opportunity to complete the survey on their smartphone using a QR code.

The onboard survey with paper questionnaires was conducted on the following dates and times:

- Wednesday, September 22nd from 5:30 a.m. until 2:00 p.m.
- Thursday, September 23rd from 2:00 p.m. to 10:00 p.m.

The digital onboard survey via QR code was available to current and former riders for two weeks:

- Wednesday, September 22nd through Wednesday, October 6th

Each bus was outfitted with hanging folders at the entry points, with one folder located at the front of the bus where passengers could pick up a survey and the second was located by the rear door where passengers could drop off their completed survey form. For the fixed-route buses, two survey workers were stationed at the Santa Fe Place Mall to assist with collecting completed surveys and restocking materials as buses passed through the transit hub. For the on-demand routes, Santa Fe Trails drivers were responsible for distributing and collecting completed survey questionnaires.

SURVEY RESULTS

A total of 193 responses were received to the onboard survey, with:

- 42 percent of respondents filling out a paper questionnaire and 58 percent of respondents completing the online questionnaire;
- 94 percent of respondents completing the survey questionnaire in English and 6 percent completing the survey questionnaire in Spanish; and
- 65 percent of respondents indicating that they were either currently riding the bus or had ridden the bus in the past two weeks, while approximately 35 percent saying they had not. (As previously mentioned, respondents were allowed to participate in the onboard survey either via a paper copy onboard a bus or online. This also allowed people who previously rode Santa Fe Trails but do not currently ride to participate.)

The following sections summarize the results of the survey.

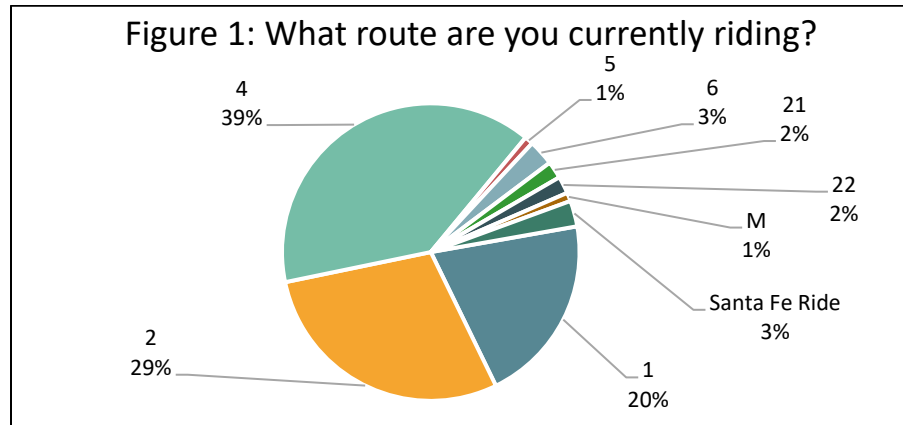
Trip Characteristics

Current riders, or those who indicated they had ridden Santa Fe Trails in the past two weeks, were asked a series of questions regarding their trip and use of the bus system.

Route

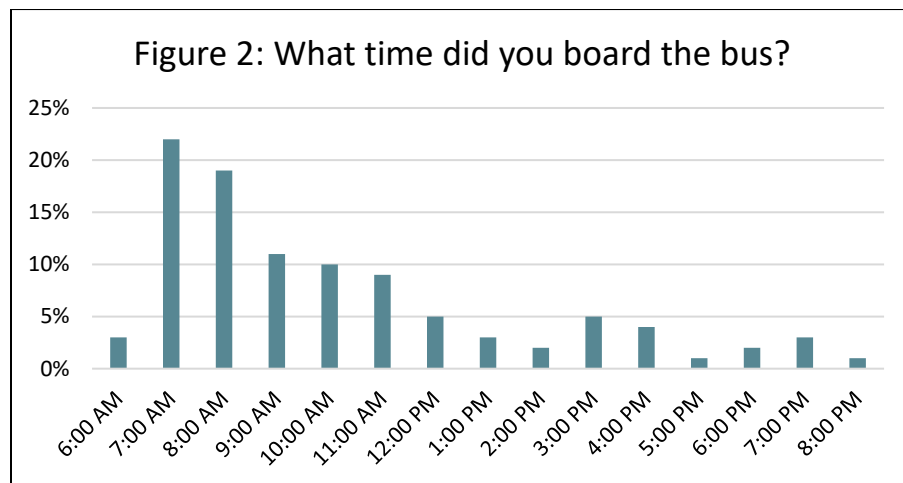
Respondents were asked to indicate which route they were currently riding. The results are illustrated in Figure 1. Approximately 89 percent of respondents were riders on one of the fixed routes (Routes 1, 2, 4, 24), while 8 percent were riders on one of the on-demand routes (Routes 5, 6, 21, 22, 26, M), and

3 percent rode Santa Fe Ride. The route with the highest response rate was Route 4 (39 percent of responses), followed by Route 2 (29 percent) and Route 1 (20 percent).



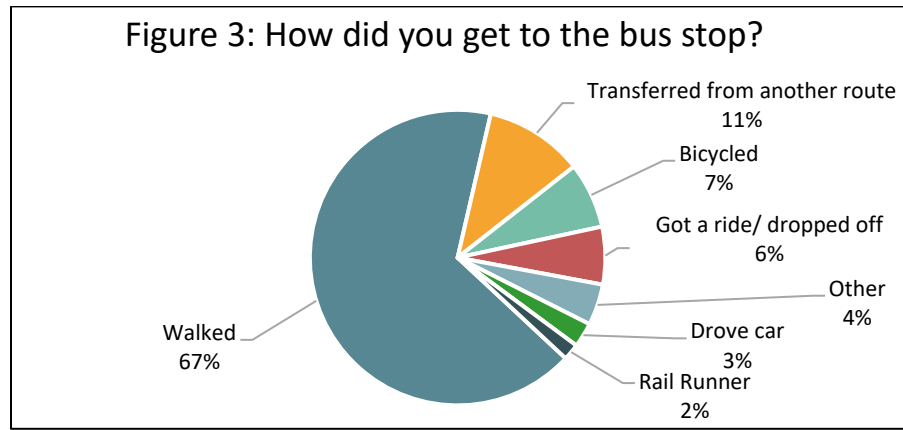
Time of Day

Respondents were asked to indicate what time of day they boarded the bus. The results are illustrated in Figure 2. The majority of ridership occurred during the morning hours, with approximately 65 percent of respondents having boarded the bus between 6:00 a.m. and 10:00 a.m. Boarding activity was highest at 7:00 a.m. (22 percent of respondents), followed by 8:00 a.m. (19 percent of respondents). Respondents likely only answered the survey once, so a heavier response rate in the morning hours (which took place during the first day of the survey effort) was anticipated.



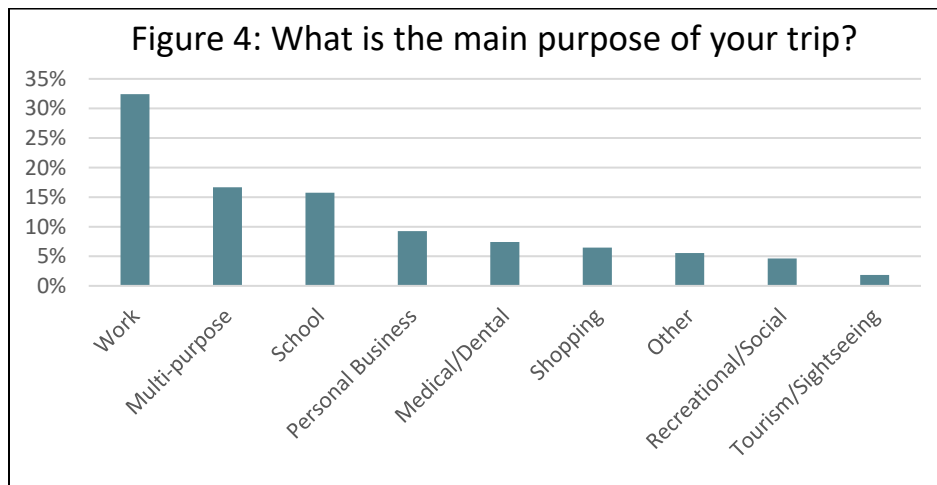
Mode of Transportation to the Bus Stop

Respondents were asked how they got to the bus stop – walked, transferred from another route, bicycled, got a ride/dropped off, drove a car, Rail Runner, or other. As shown in Figure 3, about two-thirds of survey respondents (67 percent) indicated that they walked to the bus stop, followed by approximately 11 percent who transferred from another route and 7 percent who bicycled. Of those who transferred from another route, approximately 61 percent transferred from Route 24, 23 percent transferred from Route 2, 8 percent transferred from Route 4, and 8 percent transferred from Route 5.



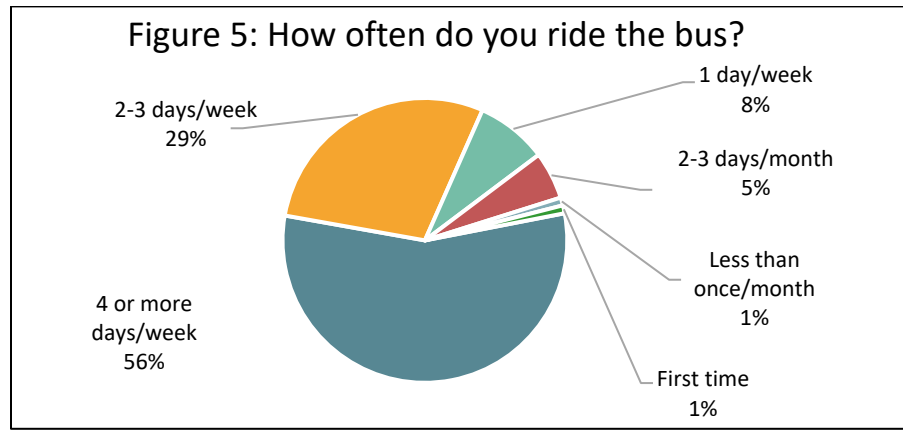
Trip Purpose

The onboard survey asked passengers to identify the primary purpose of their trip. As shown in Figure 4, approximately one-third of respondents (32 percent) indicated that work was their primary trip purpose, followed by multi-purpose (17 percent), school (16 percent), personal business (9 percent), and medical/dental (7 percent). The high proportion of riders traveling for work reflects that Santa Fe Trails is important for the overall economy of the community.



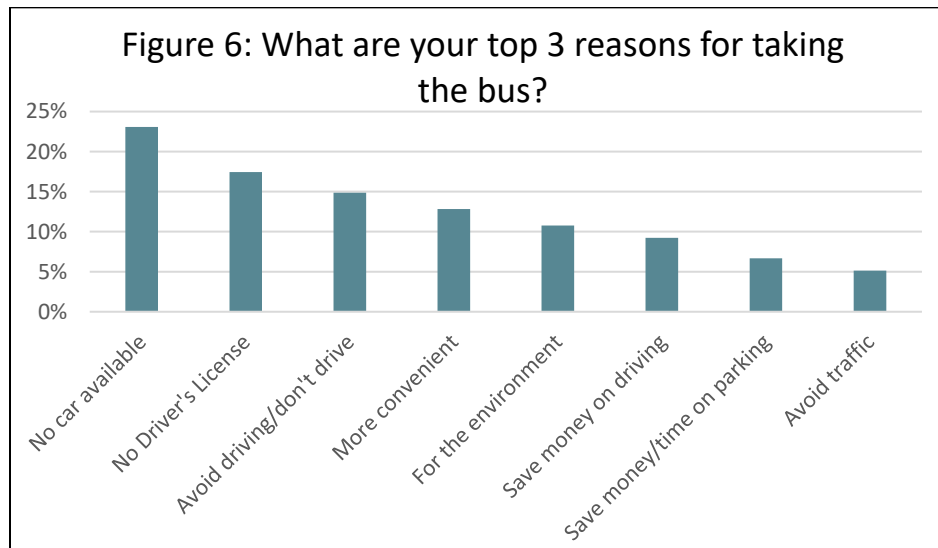
Ride Frequency

Respondents were asked how often they ride the bus. The results are shown in Figure 5. Over half of respondents (56 percent) indicated they ride Santa Fe Trails four or more days per week, followed by approximately one-third of respondents (29 percent) who said they ride the bus two to three days per week.



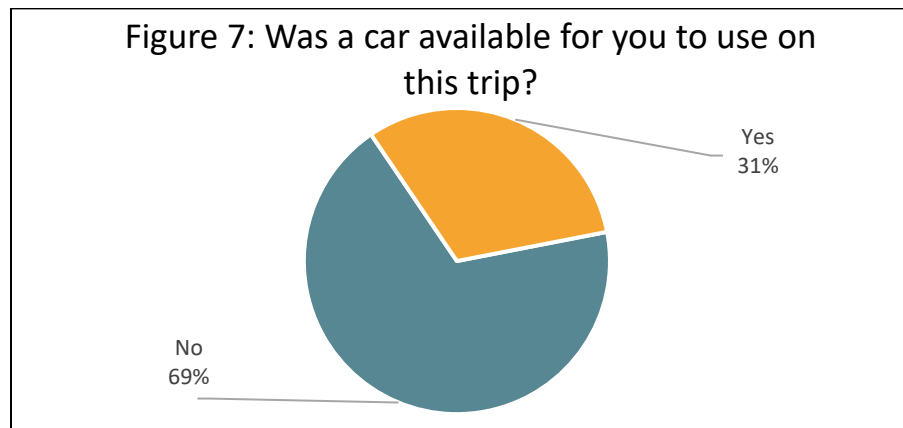
Reasons for Riding Santa Fe Trails

The survey asked riders to specify their top three reasons for taking Santa Fe Trails. The results are shown in Figure 6. Approximately 23 percent of respondents stated that a car was not available, followed by 17 percent of respondents who said they did not have a driver’s license and 15 percent of respondents who indicated that they avoided driving or did not drive.



Car Availability

Respondents were also asked if they had a car available to them, either as a driver or a passenger, to use on this trip instead of taking the bus. As shown in Figure 7, over two-thirds of respondents (69 percent) indicated that a car was not available to them to use on that trip.



Current Service Performance

Current and former riders were asked to give their impression of the current Santa Fe Trails bus system, as well as how they receive information about transit services.

Impression of Existing Santa Fe Trails Service

Current and former Santa Fe Trails riders were asked to rate the quality of service provided for 13 different attributes on a scale from 1 to 5, with 1 being poor and 5 being excellent. As shown in Table 1, the attributes with the highest average scores were fares/cost (4.4), driver courtesy (4.3), and overall safety of Santa Fe Trails (3.9). The attributes scoring the lowest values were rider information (3.1), service frequency (3.2), and end time of service (3.2). Also of note, passenger’s perception of safety scored relatively high (3.9). As other surveys have indicated that personal safety is a key factor, this high score is a positive result.

Table 1: Impression of Existing Santa Fe Trails Service	
Category	Avg. Score
Fares (cost)	4.4
Driver courtesy	4.3
Overall safety of Santa Fe Trails	3.9
Bus stop locations	3.6
Start time of service	3.6
Convenience of bus stops	3.6
Ease of planning trip	3.5
Bus stop conditions	3.4
Overall service	3.4
Service area covered	3.3
End time of service	3.2
Service frequency	3.2
Rider information	3.1

Information About Santa Fe Trails

Current and former riders were asked how they got information about Santa Fe Trails. As shown in Table 2, almost half of riders (48 percent) used the website, followed by bus stop signs (29 percent), printed guide (23 percent), and bus driver (19 percent).

Type of Resource	Number of Responses	Percent of Respondents
Website	69	48%
Bus stop signs	42	29%
Printed guide	33	23%
Bus driver	27	19%
Smartphone app	24	17%
Friends/family	21	15%
Other	10	7%
From school	5	3%
None of the above	5	3%
Social media	5	3%
From work	4	3%
Total	245	170%

Reasons for No Longer Riding Santa Fe Trails

Respondents who indicated they previously rode Santa Fe Trails but no longer ride, were asked to explain why they no longer use transit. Comments were grouped together in general categories and if multiple subjects were addressed in one comment, the comment was counted in each of the relevant categories. As shown in Table 3, almost half of respondents (47 percent) indicated the routes are not convenient or it takes too long to reach their destination, followed by 24 percent of respondents who said that bus stop locations are not convenient and 24 percent of respondents who said they were concerned about COVID-19 safety measures onboard Santa Fe Trails buses.

Reason	Number of Responses	Percent of Respondents
Routes are not convenient / takes too long to reach destination	8	47%
Bus stop locations are not convenient	4	24%
Concerned about COVID-19 safety measures	4	24%
Have been missed at stops/unreliable service	3	18%
Lack of bus stop amenities	2	12%
Need extended service hours (late night/weekends)	2	12%
On-Time Performance	2	12%
Do not like the on-demand service	1	6%
Safety concerns	1	6%
Tourism-focused service	1	6%
Total	28	165%

Response to Potential Service Changes

Impression of Potential Service Changes

All survey respondents were asked to provide their opinion on several possible changes to Santa Fe Trails bus service on a scale from 1 to 5, with 1 being “strongly against”, 3 being “neutral”, and 5 being “strongly support”. As shown in Table 4, the possible service changes with the highest average scores

were transit service to the airport and expanded hours of Saturday service (4.26 each), followed by extended weekday hours into the evening (4.16). The possible service changes scoring the lowest values were replacing Routes 24 and 26 with on-demand service (2.59) and replacing route M and the Museum/Canyon Road Pickup with on-demand service (2.99). It should be noted that the survey did not specify if the on-demand service would be delivered in the same way as presently operated or as a microtransit service or other type of operation.

Category	Avg. Score
Transit service to the Airport	4.26
Expand hours of Saturday service	4.26
Extend weekday hours into the evening	4.16
Improve transit centers	4.08
Increase Saturday Route 2 frequency	4.06
Revise routes to better serve Midtown Area	4.05
Replace Route M and Museum/Canyon Road Pickup with on demand service	2.99
Replace Routes 24 and 26 with on demand service	2.59

Other Potential Improvements to Santa Fe Trails

The survey asked all respondents if they had any other suggestions for improvements that could be made to Santa Fe Trails. Comments were grouped together in general categories and if multiple subjects were addressed in one comment, the comment was counted in each of the relevant categories. As shown in Table 5, approximately 25 percent of respondents indicated they would like to see fixed-route services resumed on some or all routes, followed by 15 percent of respondents who mentioned they would like improved bus stop amenities (i.e., shelters, lighting, benches, etc.), and 15 percent of respondents who wanted the existing service hours to be extended.

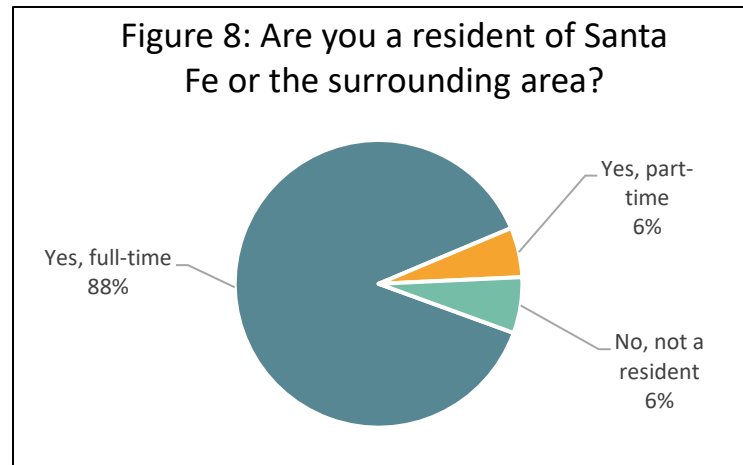
Type of Improvement	Number of Responses	Percent of Respondents
Resume fixed-route service	18	25%
Improve bus stop amenities	11	15%
Extend existing service hours	11	15%
Improve on-time performance/reliability	9	12%
Increase bus frequency	8	11%
Expand the current service area	7	10%
Improve available route/schedule information	7	10%
Address safety concerns	4	5%
Provide new airport service	3	4%
Fare-free service	3	4%
Use smaller buses	3	4%
Other	20	27%
Total	104	142%

Demographic Characteristics

There were a number of questions asked to determine demographic characteristics of current and former transit riders on Santa Fe Trails.

Resident Status

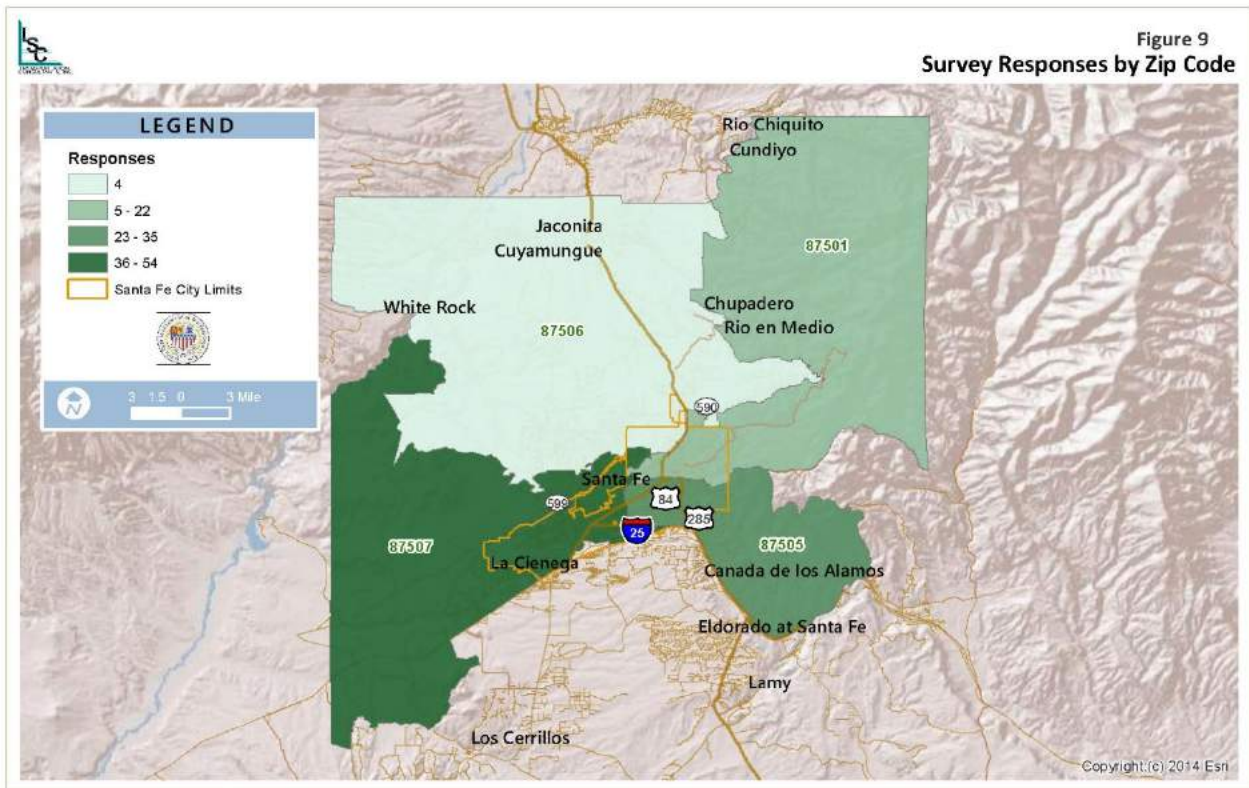
Survey respondents were asked to indicate if they are a resident of Santa Fe or the surrounding area. As shown in Figure 8, approximately 88 percent of respondents were full-time residents of Santa Fe, while 6 percent of respondents were part-time residents of Santa Fe and 6 percent were not residents of Santa Fe.



Residence Location (Zip Code)

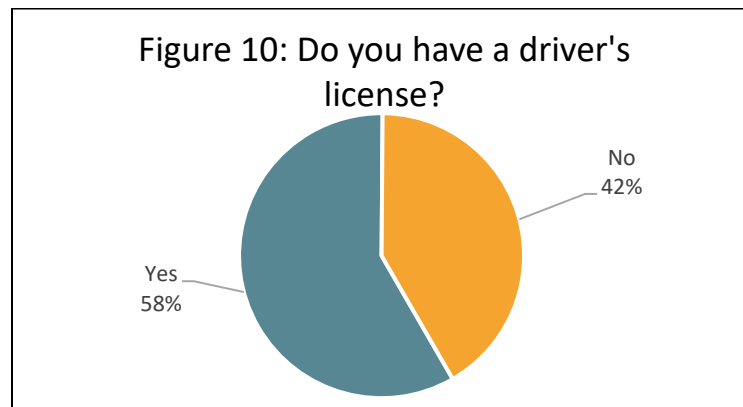
Survey respondents were asked to state the zip code of their residence location. As shown in Table 6 and Figure 9, the majority of respondents provided a zip code for Santa Fe and the surrounding area. The 87507 zip code represented 43 percent of respondents, followed by the 87505 zip code which represented approximately 28 percent of respondents and the 87501 zip code representing 18 percent of respondents.

Area	Zip Code	Number of Responses	Percent of Respondents
Santa Fe and Surrounding Area	87507	54	43%
	87505	35	28%
	87501	22	18%
	87504	1	1%
	87506	4	3%
Other Areas in New Mexico	87532	2	2%
	87548	2	2%
	87583	1	1%
	87107	1	1%
	87121	1	1%
Areas Outside New Mexico	24401	1	1%
	98684	1	1%
Total		125	100%



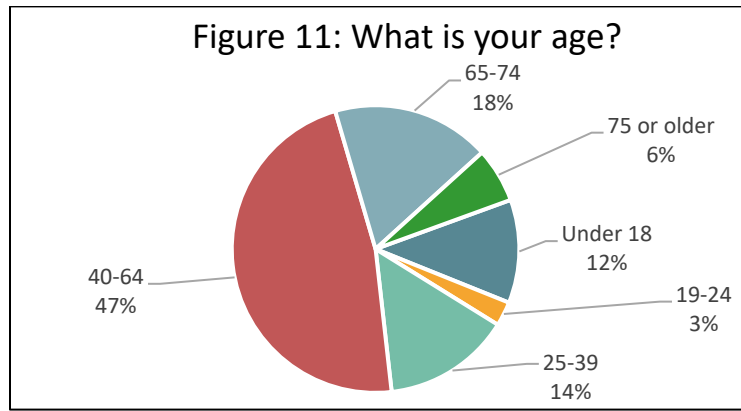
Licensed Driver

Vehicle availability, being a licensed driver, and the ability to drive generally play key roles in the demand for public transportation and are an indication of the number of choice riders compared to those who are transit-dependent. As shown in Figure 10, approximately 58 percent of respondents indicated they have a driver’s license, while about 42 percent of respondents stated that they do not have a driver’s license.



Age

Survey respondents were asked to indicate their age based on the following age groups – under 18, 19-24, 25-39, 40-64, 65-74, or 75 or older. As shown in Figure 11, approximately half of respondents (47 percent) indicated they are between the ages of 40 and 64, followed by 18 percent of respondents who are between the ages of 65 and 74, 14 percent of respondents who are between 25 and 39, and 12 percent of respondents who are age 18 or younger.



Occupation

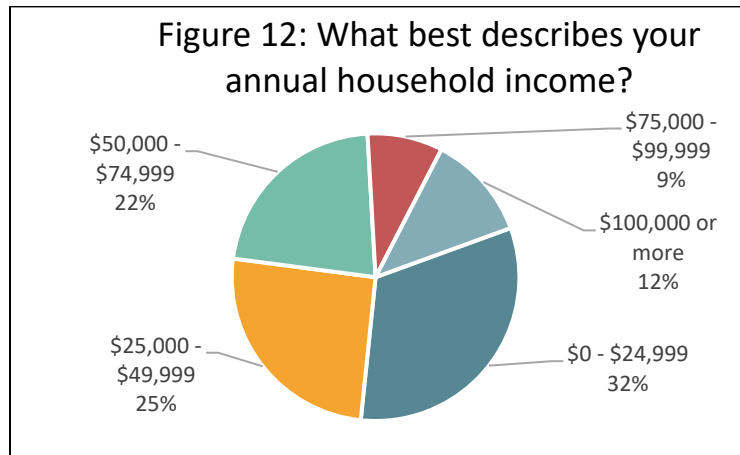
The survey asked respondents to describe their current occupation(s) and respondents were allowed to select as many occupation types as applicable to them. As shown in Table 7, approximately 41 percent of survey respondents said they are employed full-time, followed by 26 percent of respondents who indicated that they are retired and 10 percent of respondents who said they are employed part-time.

Table 7: What best describes your occupation?

Occupation	Number of Responses	Percent of Respondents
Employed full-time	60	41%
Employed part-time	14	10%
Retired	38	26%
Student in grade K-8	5	3%
High School Student	11	8%
College Student	6	4%
Unemployed	6	4%
Other	13	9%
Total	153	106%

Annual Household Income

The annual household income of survey respondents is shown in Figure 12. The most frequent responses were respondents who had an annual household income of less than \$25,000 per year (32 percent) and respondents who had an annual household income between \$25,000 and \$50,000 per year (25 percent). Perhaps contradicting stereotypes, 12 percent of passengers had relatively high household incomes (over \$100,000 per year).



Additional Comments

The survey asked respondents if they had any additional comments about Santa Fe Trails that they would like to share. Comments were grouped together in general categories and if multiple subjects were addressed in one comment, the comment was counted in each of the relevant categories. As shown in Table 5, about 33 percent of respondents made a positive comment about Santa Fe Trails service, followed by 15 percent of respondents who expressed a desire for extended service hours and 15 percent of respondents who mentioned the need for improved customer information.

Table 8: Additional Comments		
Reason	Number of Responses	Percent of Respondents
Positive comment about service	17	33%
Extended service hours	8	15%
Improve customer information	8	15%
Better bus stops / bus stop amenities	7	13%
Positive comment about drivers	7	13%
Improve routes	4	8%
Improve buses	3	6%
Increase frequency	3	6%
Negative comment about service	3	6%
Other	15	29%
Total	75	142%

Appendix E: Other Stakeholder and Public Outreach Efforts

INTRODUCTION

In addition to the General Public and Unhoused Survey discussed in Appendix A, the Student Survey (Appendix B), the Visitor Survey (Appendix C), and the Santa Fe Trails Onboard Survey (Appendix D), several other stakeholder and public outreach activities were held, as described below.

STAKEHOLDER AND PUBLIC OUTREACH

Community Organization Co-Outreach

In coordination with the Santa Fe Metropolitan Planning Organization (SFMPO) and the concurrent Safe Routes to Parks (SRTP) and Safe Routes to Schools (SRTS) teams, the project team generated a list of relevant stakeholder groups for all three projects. Outreach to these groups was divided amongst the three teams in order to convey a consistent message and keep requests for involvement manageable for stakeholder groups. Coordination between projects was based on that the Santa Fe Multimodal Transition Plan (SFMTTP), STRP, and SRTS projects are all intended to provide the City with recommendations for improving safe and equitable access to important destinations such as work, school, the outdoors, and local businesses for everyone, especially those who do not have access to a personal vehicle. Stakeholder groups were asked to participate in a way that was beneficial for their own organizations' goals and mission, which included assistance with project information sharing, survey distribution, and participation in project events. Stakeholder groups engaged include:

- Earth Care
- Youth United for Climate Action (YUCCA) – an Earth Care Program
- Chainbreaker Collective
- Earthseed Black Arts Alliance
- Alas de Agua Art Collective
- YouthWorks
- La Familia Medical Center

City Council Meetings

The project team met virtually with City Councilors Rivera, Garcia, Romero-Wirth, Vigil Coppler, Villarreal, and Cassut-Sanchez on April 27 and 28, 2021. A brief overview of the project scope was provided by the Santa Fe MPO and councilors were asked for their assistance with community connections to promote the project and build relationships. Councilors expressed general support for the project with some specific concerns:

- Engagement with members of the community who do not have access to internet/digital platforms
- Improved trail connectivity and safety, particularly on the South side of town
- Coordination between the existing City resolution concerning e-scooters
- Influence on City policy related to climate change
- Tying recommendations to realistic implementation
- Equity in community input, particularly lower income and Hispanic communities
- Addressing issues of homelessness and free transit

Presentation to the Bicycle and Pedestrian Advisory Committee

The project team presented to the City's Bicycle and Pedestrian Advisory Committee on April 8, 2021. A general overview of the project scope, schedule, and outreach plan was provided. Committee members expressed general support for the project and the outreach plan.

Earth Care and Southside Community Member-Led Outreach

The Santa Fe MPO hired Earth Care, a local nonprofit with the mission of “educating and empowering young people, families, and community members to create healthy, just, and sustainable communities” to provide engagement services developed and implemented by members of the Southside community. Initial training sessions included project development, collaborative learning about community-driven planning, and how to co-develop a model that best fits the needs of the community. Activities included:

- MPO co-hosted trainings on Transportation Planning & Multi-modal survey with 35 participants. (July 1, 7, 14, 2021)
- Multimodal Survey administration/outreach: 252 surveys collected by Earth Care youth & family leaders
- Youth leaders developed a one-on-one survey instrument based on what they felt should be included in soliciting input from the community that was not reflected in the multimodal survey
- Over three weeks (August 1-20, 2021) 19 one-on-ones were conducted by 10 interviewers regarding parks. Feedback included better accessibility, trails/sidewalks, safety, more parks within walking distance.
- MPO assisted with the development of a "Walking Audit" tool kit with training as a means to empower the community regarding the transportation network, parks, and other community assets.