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PRESS RELEASE

New Mexico Rail Runner Express Seeks Input from Riders

SANTA FE – Beginning on Wednesday, April 1 the New Mexico Rail Runner Express will be asking riders their thoughts on several aspects of commuter rail service including connectivity, train departure times and fares.

“Since the train began service in 2006, folks have been very happy with the commuter rail, and we continue to see an overwhelming number of people riding the train,” said Transportation Secretary Gary Girón. “With service starting in Santa Fe this past December, we want to take a closer look at the service and get feedback on how things might be improved.”

Lawrence Rael, Director of the Mid-Region Council of Governments – the agency that operates the train on behalf of the DOT – says, “When you consider that we just started service to Santa Fe in the last four months, we really still have a relatively new system here. We are constantly looking at ways to improve services, so getting customer feedback is a very valuable tool for us.”

The survey will be conducted primarily online and passengers can fill out the survey at www.nmrailrunner.com. Paper copies will be available to riders who don't have access to the Internet. Passengers who complete the survey will be entered in a drawing for one of three monthly rail passes and other valuable prizes.

With the start of service to Santa Fe, the average daily ridership on the train is about 5,000 riders.