

## Bus Rapid Transit (BRT) Q & A

Bus rapid transit, or BRT, is being explored as an option for improving travel along the Fredericksburg Road corridor, which connects downtown to the South Texas Medical Center.

BRT combines the advantages of rail travel with the flexibility of bus service, and it offers a superior level of service through the use of exclusive rights-of-way, distinct bus stations, automated fare purchasing, real-time bus arrival information, traffic signal priority, and very frequent headways.

To help you learn more about this transit technology, here are answers to a few questions that have been asked of us:

### What area will BRT serve?

The proposed BRT line will connect downtown San Antonio to the Medical Center area along Fredericksburg Road. VIA will also evaluate other potential BRT corridors along San Pedro, West Commerce, Nopalitos, East Commerce/South New Braunfels, I-10 Northwest, US 281 North, Culebra/Bandera, Military Drive, and Old Highway 90/Marbach.

### Why did VIA choose Fredericksburg Road as the preferred BRT corridor?

Fredericksburg Road is VIA's busiest corridor with the highest bus ridership. Approximately 10,000 transit trips are taken each day through this corridor, and the Metropolitan Planning Organization (MPO) study identified Fredericksburg Road as being ideally suited for BRT.

### How many stations will be located along the corridor?

Approximately 12-16 stations and two transit centers will be built along the Fredericksburg BRT corridor. The number of stations and their specific locations will depend on the final path for the BRT and public input.

### When will the first BRT service start along Fredericksburg Road?

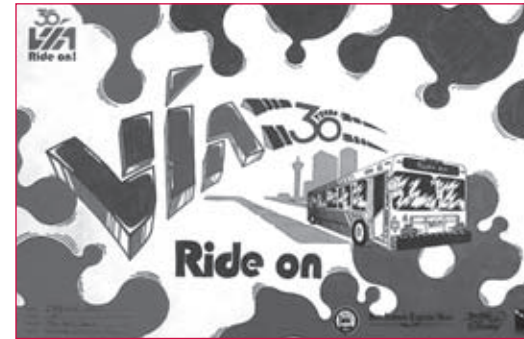
Our goal is to start BRT in 2012.

If you wish to learn more about VIA's plans for BRT, visit the Web page at [www.viainfo.net/BusService/BRT.aspx](http://www.viainfo.net/BusService/BRT.aspx), or call 362-2370.

## 2008 Youth Art Contest Winners

Braydon Gold, a senior at Winston Churchill High School, took top honors this year in VIA's Youth Art Contest. Gold's artwork (pictured right) was chosen by the contest judges to receive the "Best of Show" award, but 28 other children were also recognized for their talent. The winners from all grade levels are listed below.

VIA's Youth Art Contest was sponsored by Radio Disney AM 1160, the San Antonio Express-News, and Say Sí.



Grade	1st Place	2nd Place
Pre-Kinder	<b>Leonel Martinez</b> Woodrow Wilson Elementary	<b>Arianna Torres</b> Little Flower School
Kindergarten	<b>Amy Nguyen</b> Carl Wanke Elementary	<b>Julia Martinez</b> Wilderness Oak Elementary
First Grade	<b>Claudia Rodriguez</b> Holy Spirit Catholic School	<b>Isabella Longoria</b> Castle Hills Elementary
Second Grade	<b>Zelia Flores</b> Athens Elementary	<b>Eric Alvarez</b> Huppertz Elementary
Third Grade	<b>Alanis Staufert</b> Wilderness Oak Elementary	<b>Sarah Nielson</b> Wilderness Oak Elementary
Fourth Grade	<b>Jorge Garza</b> Wilderness Oak Elementary	<b>Ana Carolina Rodriguez</b> Holy Spirit Catholic School
Fifth Grade	<b>Adrianna Olivarez</b> H.B. Gonzalez Elementary	<b>Amanda Rodriguez</b> Woodstone Elementary
Sixth Grade	<b>Tyler Day-Greene</b> Krueger Middle School	<b>Sheila Martinez</b> Rudder Middle School
Seventh Grade	<b>Madeline Cortez</b> Hobby Middle School	<b>Nathan Gallegos</b> Krueger Middle School
Eighth Grade	<b>Francisco Jimenez</b> Brentwood Middle School	<b>Mark Sutton</b> Krueger Middle School
Ninth Grade	<b>Desiree Flores</b> McCollum High School	<b>Hyun-Ah Lee</b> Clark High School
Tenth Grade	<b>Sarah Garcia</b> Brooks Academy of Science & Engineering	<b>Holly Grothues</b> Clark High School
Eleventh Grade	<b>John Aquino Cervantes</b> Roosevelt High School	<b>Ana Rodriguez</b> Harlandale High School
Twelfth Grade	<b>Jasmine Mendoza</b> Harlandale High School	<b>Daniel Hernandez</b> Roosevelt High School

VIA Metropolitan Transit was created according to Ch. 451 of the Texas Transportation Code to provide public transportation services for the citizens of Bexar County. VIA has prepared this Rider Reader to keep you informed of VIA services. We welcome any comments or questions regarding this publication or VIA - - your transit company.

# Rider Reader

Summer 2008



At VIA, it is our mission to provide first class public transportation services that are safe, dependable and cost effective, thereby enhancing the environment and quality of life in our community.

## VIA'S TRAVEL TRAINING PROGRAM

Do you know of anyone who has expressed an interest in riding the bus but says they don't know where to go or how to begin? VIA's travel trainers can help.

The Travel Training program teaches people how to navigate VIA's bus system safely and independently. This program is free, and it is administered by VIA's Accessible Services department to provide travel options for riders with disabilities and potential riders who are looking for more ways to get around.

When people go through the Travel Training course, they learn the different bus routes and the locations of stops, and they learn how to plan their trips. VIA teaches them how to ride safely, pay fares, board and depart the bus, and assess their options in the event of an emergency. Courses can be tailored to the needs of each individual, and they can include classroom instruction, group consultation, one-on-one training, or any combination of the above.

The training is truly geared toward the individual. Various training methods and evaluation techniques can be used to help teach a person how to navigate the system, and the travel trainer can even accompany the rider on bus trips as necessary.

VIA's Travel Training program was originally designed to teach people with disabilities how to safely travel on the regular bus system. It has helped many people become less reliant on paratransit service, but it is not just for VIAtrans customers. The program is open to anyone who wishes to learn how to ride, and VIA has built a referral network consisting of health and human service agencies, school districts, group homes, and most of the disability organizations in the San Antonio area.

If you know of someone who would like to learn how to ride the bus, let them know about the Travel Training program. They can call the Accessible Services department at 362-2154 to set up the program and begin their trip toward independent travel.

## Fast Transit Facts

- VIA is governed by an eleven-member board of trustees.
- Five of the board members are appointed by the City of San Antonio.
- Three of the board members are appointed by the Bexar County Commissioners Court.
- Two of the board members are appointed by the Greater Bexar County Council of Cities.
- The chair of the board is elected by the other board members.
- The board of trustees holds regular meetings on the fourth Tuesday of each month in the VIA Metro Center, 1021 San Pedro.

## PROGRAMA DE ENTRENAMIENTO PARA VIAJAR EN VIA

¿Conoce a alguien que tiene interés en viajar por autobús pero dicen que no saben a dónde ir o cómo empezar? Los entrenadores de viajes de VIA le pueden ayudar.

El Programa de Entrenamiento le enseña a la gente cómo navegar el sistema de VIA seguramente e independientemente. Este programa es gratuito, y está administrado por el departamento de Servicios Accesibles de VIA para proporcionar opciones de viajes para los pasajeros con discapacidades y futuros pasajeros que buscan otras opciones en transportación.

Cuando la gente pasa por este curso, se enteran sobre las diferentes rutas y las ubicaciones de las paradas de autobús, y aprenden cómo planear sus viajes. VIA los enseña a viajar con seguridad, pagar las tarifas, subir y bajar del autobús, y cuales son sus opciones en caso de una emergencia. Los cursos son adaptables a las necesidades de cada individuo y pueden incluir instrucción en la clase, consulta en grupo, entrenamiento individual, o cualquier combinación de estos.

El entrenamiento se diseñó para ser único a cada individuo. Hay varios métodos de entrenamiento y técnicas de evaluación para enseñarle a una persona como navegar por nuestro sistema, y el entrenador hasta puede acompañar al pasajero si lo es necesario.

El Programa de Entrenamiento fue diseñado originalmente para enseñar a las gentes con discapacidades como viajar seguramente en el sistema de autobuses. Le ha ayudado a mucha gente a viajar menos en el servicio de VIAtrans, pero no es para los clientes de VIA solamente. El programa está disponible a cualquier persona que quiera aprender cómo viajar por autobús, y VIA tiene referencias de diferentes agencias como la de salud y servicios humanos, distritos escolares, casas para grupos, y casi todas las organizaciones de discapacidades en el área de San Antonio.

Si usted conoce a alguien que quiera aprender a viajar por autobús, dígame del Programa de Entrenamiento. Pueden llamar al departamento de Servicios Accesibles al 362-2154 para comenzar el programa y empezar a viajar independientemente.

## Holiday Reminders:

### Independence Day

Friday, July 4, 2008

Buses on "Sunday" schedule

## Question and Answer

- Q:** Can I buy my passes online?  
**A:** Yes, you can. You can buy the monthly Big Pass, the One Day Pass, bus tickets, and VIAtrans tickets while online. Just visit the VIA Online Store at [www.viaonlinestore.net](http://www.viaonlinestore.net).



- Q:** How many customer information centers does VIA have?  
**A:** VIA operates nine customer information centers. They are the:
- VIA Metro Center
  - Downtown Information Center
  - Crossroads Park & Ride
  - Randolph Boulevard Park & Ride
  - Ingram Transit Center
  - Kel-Lac Transit Center
  - South Texas Medical Center Transit Center
  - Ellis Alley Park & Ride
  - Frank L. Madla Transit Center

Call 362-2020 to find the one nearest to you.

## How To Reach Us:



P.O. Box 12489  
800 W. Myrtle  
San Antonio TX 78212



Main Administrative Office	362-2000	
Customer Service and Information	362-2020	362-2019 (TDD)
VIAtrans Scheduling and Information	362-5050	362-5060 (TDD)