



# Volume 2: Developing Vision 2040

## Phase 1 Stakeholder Involvement Summary

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Prepared for



Prepared by



with



ENGINEERS • PLANNERS • PUBLIC INVOLVEMENT





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# Executive Summary

Throughout the early Vision 2040 Long Range Plan development process (Phase 1), VIA Metropolitan Transit (VIA) sought input from the general public and key stakeholders in order to ensure that the planning process reflects and addresses the needs of the Greater San Antonio Region, including its residents, employers, municipalities, agencies, and community organizations. VIA held a series of visioning workshops and outreach efforts with local governments, agencies, and community organizations; and collected community input through an online survey to inform the long range planning process and help develop the plan network components. Feedback from these workshops and results from the community survey were an important element in the development of the VIA Vision 2040 Long Range Plan.

## Visioning Workshops

Two visioning workshops were held during Phase 1: one with VIA staff, and another with the VIA Transit Advisory Council (VTAC). Key feedback from these workshops included:

- VIA has an opportunity to help shape the future of the region, but garnering support from an informed public is critical to the success of planning initiatives.
- Targeted services that address the needs of the Greater San Antonio Region's changing demographics are important. Seniors, young professionals, families, and low income households all have specific transit needs.
- Educating the public about transportation opportunities and services can help overcome safety concerns of potential riders.
- The use of a variety of tools, including digital outreach and presence at community events, is important in making sure the public is engaged and informed throughout the Vision 2040 planning process.

## Community Outreach

Over 4,300 people responded to a community survey conducted in June and July 2015. VIA received survey responses from residents across the eight-county study area, with comments and feedback from both riders and nonriders. Key findings from both question-based and map-based survey responses show that:

- Frequency and reliability are the most important features of VIA service, regardless of respondent age, ridership frequency, and residence in the urbanized area.

- There is high demand for fixed route, high-capacity service, especially within VIA's current service area. Nearly one-quarter of the map-based "new route" survey comments requested rail service between downtown San Antonio and the Airport, along the US 281/San Pedro Avenue corridor.
- Accessibility and safety of bus stops, park & rides, and the surrounding areas (including sidewalk and lighting facilities) were commonly mentioned both in map-based comments and in responses to survey questions by respondents.
- Transit centers and park & ride facilities are planned for several areas where they were requested on the map by respondents, including US 281, Highway 151, I-10, and northeast I-35.
- There is moderate demand from map-based respondents for expanded transit service, both in and out of the current VIA service area, especially around Rolling Oaks and along Bandera Road.
- The ability to link work, shopping, and entertainment via transit or pedestrian access ("live-work-play") was commonly identified by respondents as a feature that would make transit a more convenient travel choice for them.

Highlights from the survey are provided in Figure ES.1.

## Partner Agency Outreach

VIA staff met with leaders of local municipalities and partner agencies to coordinate planning efforts and make sure the Vision 2040 Long Range Plan addresses the needs of the region. Key findings from meetings with local governments and agencies include:

- Most regional communities support VIA service of some kind, but cost is an issue.
- Awareness of VIAtrans and vanpool service varies. Many rural communities operate informal "park and pool" lots.
- Support for VIA services is highest in communities where new growth is expected.
- Regional transit, including park & ride lots and connections to interurban service (such as the planned Lone Star Rail line), is generally supported.
- Many communities have limited ability to raise additional funds through sales taxes, meaning additional VIA service may require alternative funding sources.

Figure ES.1 Highlights from Survey

Vision 2040

# Round 1 Community Outreach Survey Results



## Frequency and Reliability

are the **most important** features of VIA service regardless of respondent demographics.



There is **high demand** for

## Fixed-Route, High-Capacity service



Nearly one-quarter of the map-based "new route" comments requested rail service between downtown San Antonio and the airport along the US-281/San Pedro Avenue corridor.

The ability to link

## Work, Shopping, and Entertainment



...via transit or pedestrian access ("live-work-play") was a feature that would make transit a more convenient travel choice for thousands of respondents.

### Overall Findings

#### Transportation Choices (n=3,705)

What do you think will most improve public transportation in the San Antonio region? (% of those who answered the question choosing as top three)



### Relative Preferences

In general, community perspectives vary depending on the respondents' location within the 8-county San Antonio region.

Nonurban	Transportation Choices	Urban
Expanded Service Area, Carpooling, Transit Priority		Enhanced Local Service, Passenger Amenities, Primo
Transfers, Safety, Vanpool	Quality of Service	Frequency, Hours of Service, Capacity
Regional Access, Park & Ride, Transit Priority	Make Transit Work	Late Night, Sidewalks, Live-Work-Play

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# 1.0 Introduction

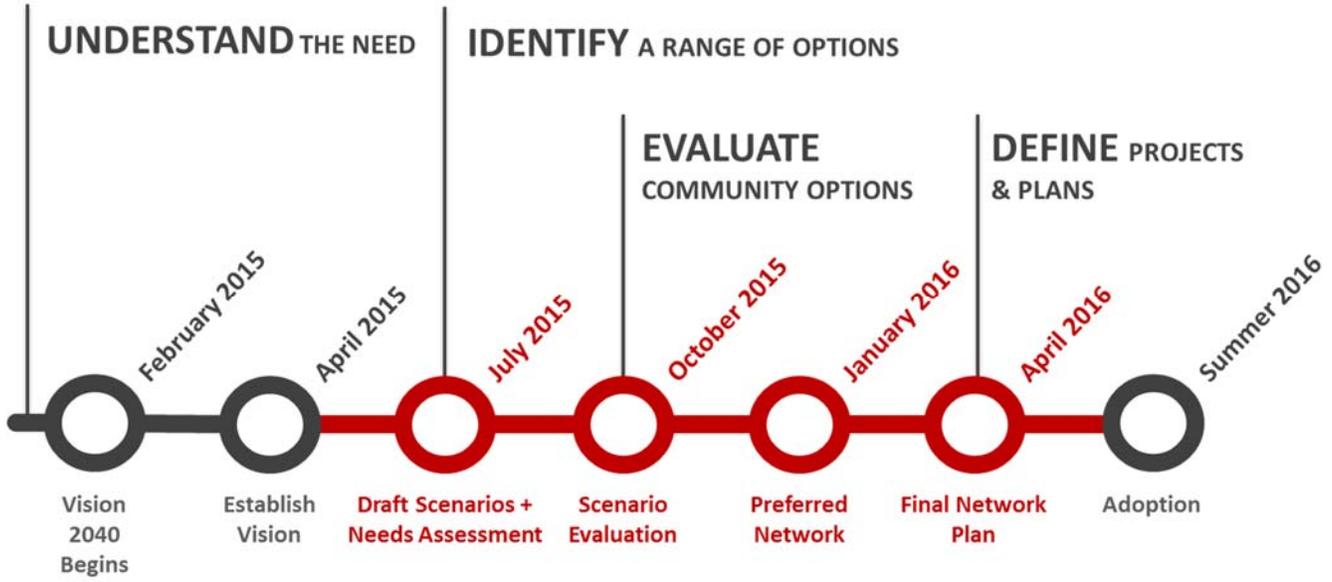
VIA Metropolitan Transit (VIA) updates its long range plan every five years to reassess the region's public transportation needs and establish a strategic framework to guide transit investment in the region. VIA launched the development of the Vision 2040 Long Range Plan in early 2015 that ultimately resulted in a detailed definition of potential high-capacity transit projects, including identification of station areas, suggested land uses, and the best configuration for underlying bus services in relation to high-capacity services. Given the projected increase of 1.6 million new residents between 2010 and 2040, it is critical to understand and begin planning for the future mobility needs of the Greater San Antonio Region.

VIA designated four key phases for the Vision 2040 Long Range Plan development process (Figure 1.1 **Error! Reference source not found.**), with stakeholder engagement activities informing and soliciting feedback from key groups across the community. This document summarizes the key findings from the stakeholder involvement activities supporting Phase 1: Understand the Need. Key activities supporting Phase 1 included:

- **Visioning Workshops** with VIA staff and the VIA Transit Advisory Council (VTAC) (Section 2.0). Key staff and representatives from the community were invited to discuss the role of public transportation in the region, how transit can shape the region's future, and ways to engage and involve the community.
- **The VIA Vision 2040 Community Survey Round 1** (Section 3.0). In order to better engage stakeholders in developing the Vision 2040 Long Range Plan, VIA conducted a community survey to collect information from residents in the Greater San Antonio Region. VIA partnered with community organizations and municipalities to advertise and distribute this survey instrument (available online and paper copies in both English and Spanish).
- **Coordination with Partner Agencies** (Section 4.0). Through a series of meetings and workshops, VIA staff invited area agencies and representatives from local municipalities and planning departments to share feedback about the Vision 2040 planning process. This process fostered communication and coordination between VIA and its peer and partner agencies.

The stakeholder input summarized in this report helped VIA further define the needs for public transportation in the region, identify a range of solutions, and shape the development of Vision 2040 scenarios (Phase 2).

Figure 1.1 Vision 2040 Key Milestones





## 2.0 Visioning Workshops

VIA conducted two visioning workshops during Phase 1 in order to refine the goals for the Vision 2040 Long Range Plan and discuss ways to engage the community: one with VIA staff and the other with members of the VIA Transit Advisory Council (VTAC) (Table 2.1 **Error! Reference source not found.**).

Table 2.1 Visioning Workshop Locations

Group	Date	Location	Attendees
VIA Staff	3/16/2015	VIA Metro Center Board Room 1021 San Pedro	36 (VIA & Support Staff)
VTAC	4/8/2015	TriPoint, 3323 North St. Mary's	48 (VTAC Members), 25 (VIA & Support Staff)

### 2.1 VIA Staff Workshop

On March 16, 2015, VIA planning and operations staff met to discuss the Vision 2040 Long Range Plan. The workshop centered around three group discussions: the value of the Vision 2040 Long Range Plan, VIA's role in the community, and the Vision 2040 input process.

The group's perceptions of the value of the Vision 2040 Long Range Plan varied. Some participants saw the process as a mechanism for shaping the future and encouraging the development of a world-class transit system. Others saw the process as a tool to engage the community, develop regional partnerships, and garner support for transit planning initiatives. Finally, many staff members saw an opportunity to strengthen VIA as an agency by developing and investing in employees, improving service planning and equipment management practices, and seeking support from Federal funding programs.

The discussion around VIA's role in the community produced several common themes. Staff agreed that it was important to align VIA service to customer needs while preparing for and shaping growth in the community. The group discussed how it was important for VIA services to provide quality of life; access to jobs and education; independence; and opportunities for safe, reliable transportation alternatives.

Focusing on community input for the VIA 2040 process, the group agreed that the public outreach schedule should be a fundamental part of the planning process. Finally, the group discussed

coordination with local and regional agencies, and emphasized the need for coordination with the City of San Antonio’s comprehensive planning process.

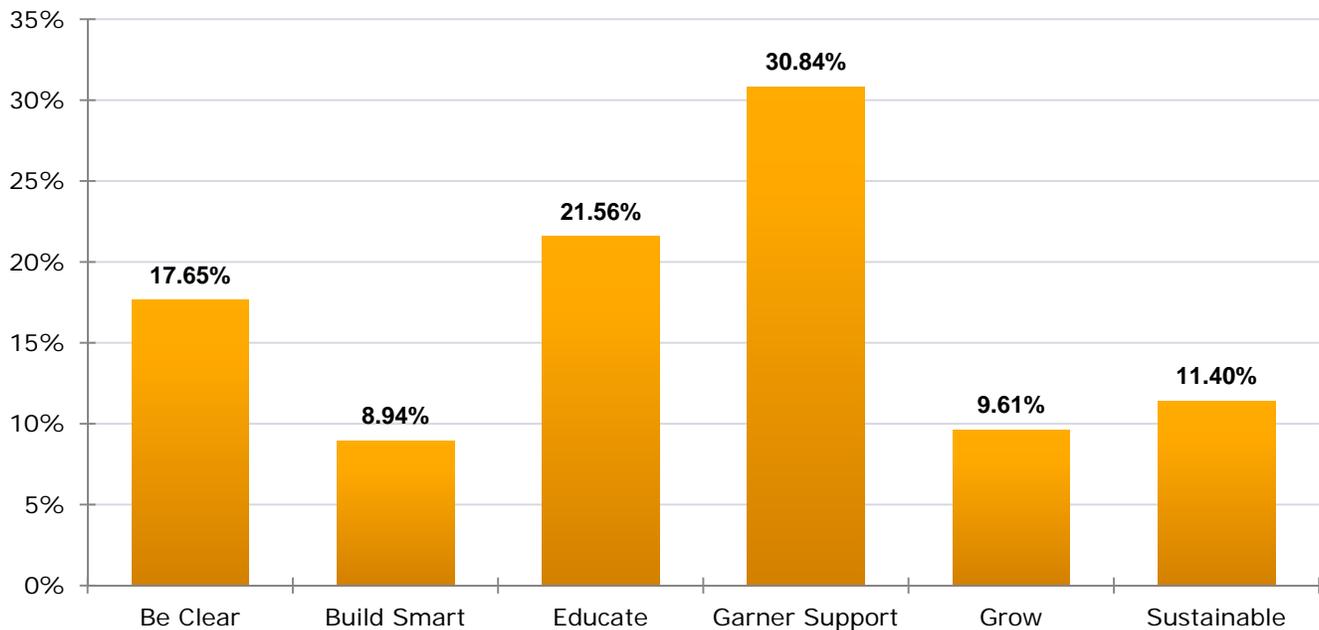
The meeting closed with a group activity discussing the six objectives of the Vision 2040 planning process (Table 2.2).

Table 2.2 Draft Vision 2040 Process Objectives

Objective	Description	Key Components
Be Clear	The Vision 2040 Long Range Plan should help VIA communicate a clear set of solutions direction and priorities and establish a strategic implementation process to address the transportation needs of our region.	<ul style="list-style-type: none"> <li>• Establish priorities based on needs</li> <li>• Communicate often and receive input (internal and external customers)</li> <li>• Refine direction, messaging, and priorities</li> <li>• Define clear, strategic next steps</li> </ul>
Build Smart	Once the Vision 2040 Long Range Plan is adopted, VIA should be ready to develop and deliver a capital projects that brings true High-Capacity transit service to our region by 2025.	<ul style="list-style-type: none"> <li>• Plan</li> <li>• Evaluate</li> <li>• Garner support at a grassroots level</li> <li>• Utilize new technologies</li> <li>• Build for the next generation</li> </ul>
Educate (and Inform)	VIA should take this opportunity to educate and inform residents throughout the region on the benefits of having diverse transportation and land development choices.	<ul style="list-style-type: none"> <li>• Leverage existing outreach activities</li> <li>• Utilize most effective methods of outreach for target audience (know your audience!)</li> <li>• Partner with COSA, UTSA, employers, etc.</li> <li>• Broaden outreach database and online tools</li> <li>• Present clear, concise, understandable, targeted communication</li> </ul>
Garner Support	The Vision 2040 Long Range Plan needs to include a balanced mix of solutions that can ensure VIA secures broad, long-term political support on its initiatives.	<ul style="list-style-type: none"> <li>• Why? Population growth, congestion, economic competitiveness</li> <li>• What? Comprehensive, multimodal transportation system</li> <li>• When? Long-term implementation of projects</li> <li>• What’s in it for me?</li> </ul>
Grow	The Vision 2040 Long Range Plan should outline a process for expanding bus services to other communities in our region and increasing existing service where it will make the biggest impact.	<ul style="list-style-type: none"> <li>• Needs should be mutually supportive</li> <li>• Coordination and cooperation</li> <li>• Understanding growth patterns, origin/destination patterns</li> <li>• Match services to needs</li> </ul>
Sustainable	The Vision 2040 Long Range Plan should promote an approach that minimizes the prospects for long-term financial obligations and promotes a financially balanced budget.	<ul style="list-style-type: none"> <li>• “Make San Antonio a more livable place”</li> <li>• Fiscally conservative, manage debt prudently</li> <li>• Expenses within revenue growth</li> <li>• Not spending everything we can</li> <li>• Operating cost efficiently</li> </ul>

The group then voted on the relative importance of the six objectives (Figure 2.1). The needs to educate/inform and garner support were the two most commonly emphasized needs of the Vision 2040 process.

Figure 2.1 Results From VIA Staff Workshop Survey  
*“Identify the Top 3 Objectives for Vision 2040”*



## 2.2 VTAC Workshop

The VTAC is an ad-hoc committee established by the VIA Board of Trustees. The purpose of the VTAC is to assist the Board in clarifying the purpose, role, and image of VIA as a leader in regional planning for transportation that increases mobility and promotes economic development and sustainability in the region. The VTAC acts as both an advisor to the Board and as a liaison to the public-at-large, the business sector, and other major civic organizations to provide a forum for discussion regarding various initiatives. The VTAC served as the community advisory representative group for the 18-month Vision 2040 planning process.

The workshop began with a presentation by Dr. Lloyd Potter, the State Demographer at the University of Texas at San Antonio. Dr. Potter detailed the growth trends of both Texas and the Greater San Antonio Region, specifically the high rates of population growth and patterns of urbanization and suburbanization. Bexar County (which contains the City of San Antonio and other municipalities) ranked sixth in the nation for absolute population change between 2013 and 2014. The region also will undergo changes in its demographic makeup, with increases in the number of Hispanic and Latino residents, as well as an overall aging of the population.

To discuss the role of transit in the future of the region, the workshop broke out into eight groups.



To clarify the goals for Vision 2040 and discuss the results of the word cloud exercise, the workshop divided into groups again.

#### Key Themes from Breakout Session 2: Goals for Vision 2040

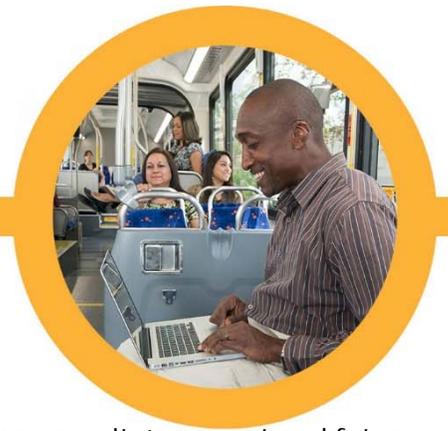
- Prioritize connectivity in transportation network. Highlight strategies to promote connectivity within communities throughout the Greater San Antonio Region.
- Utilize marketing to engage two large demographic groups: older adults and Millennials. Identify strategies to enhance VIA's image as contemporary and seamless. Consider using technology to promote/market VIA as a relevant and accessible transportation provider.
- Promote the benefits of public transportation through education. Help eliminate the fear associated with riding transit through marketing and create tools to help potential riders feel safe while using transit.

The final segment of the workshop focused on developing strategies to best engage the community in the Vision 2040 process.

#### Key Themes from Breakout Session 3: Strategies for Engaging the Community

- Engage the surrounding community through a variety of events and programs, Community workshops, and citywide/neighborhood events (e.g., Alamo Heights Night, Ciclovía, NIOSA).
- Utilize print and online materials to reach community members and stakeholders.
- Create partnerships and connections with community organizations and surrounding educational institutions. Facilitate relationships with above organizations in order to get the word out on the Vision 2040 schedule.

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## 3.0 Community Outreach

During Phase 1, VIA conducted a community survey to understand the community's current and future transit needs and priorities. The VIA Vision 2040 Community Survey (Round 1) was conducted from June 3, 2015 to July 15, 2015 and was designed to understand the priorities of residents in terms of public transportation and transportation choices. The results of this survey helped to guide the recommendations in the Vision 2040 Long Range Plan by aiding in the selection of analysis corridors for high-capacity transit, informing the balance between service span and frequency, and helping to prioritize investments on a geographic and modal basis.

The survey captured feedback and public input on potential improvements, importance of various service characteristics and passenger amenities, and locations where transit investments are needed. The survey consisted of three sections:

1. A user information section, in which respondents were given the opportunity to self-identify by demographic characteristics;
2. A question-based section, where respondents were asked to select their top three or five choices in response to a series of three questions; and
3. A map-based section, in which respondents were given the opportunity to place "pushpins" on a digital maps showing locations of significant transportation challenges and opportunities.

The survey was available in both English and Spanish online and in a hard copy version.

### 3.1 Outreach Approach

A robust advertising and outreach campaign was instrumental in making residents aware of the survey and encourage participation. The survey was advertised using a variety of media. Print and digital flyers, email campaigns, social media ads, staff presence at community events, and coordination with community partners were all used to increase community awareness of the survey (Table 3-1). For specific VIA Vision 2040 survey campaign materials, see Appendix A. Analytics tools, including Google Analytics, Twitonomy, and Facebook Insights, allowed monitoring of the effectiveness of the social media campaign. VIA presence at community events throughout June and July 2015 allowed further exposure of the survey to the public (Table 3.2).

Table 3.1 Community Outreach Activities

Outreach Tactic	Target Audience	Additional Detail
Survey Banners	VIA Patrons	VIA information centers (9 centers)
Survey Flyers	VIA Patrons	Entire Bus Fleet (500 buses)
Survey Flyers	Greater Community	Community-wide & Neighborhood Events
Survey Eblast	Website Subscribers	VIA Vision 2040 Website (555 emails)
Survey Interior Bus Placards	VIA Patrons	Entire Bus Fleet (500 buses)
Survey Website Advertising	Greater Community	VIA Info and VIA Vision 2040 Websites
Promotional Posters	Greater Community	San Antonio Libraries (XX libraries)
Survey Bus Recording	VIA Patrons	Entire Bus Fleet (500 buses)
Go-to-Them Outreach	Greater Community	Various Events throughout the region
Social Media Advertisements	Greater Community	Facebook and Twitter (XX ads)
Newspaper Advertisements	Greater Community	La Prensa and The Observer
Digital News Advertisements	Greater Community	MySA, Rivard Report
VIA Trans Outreach	VIA Trans Patrons	By Phone
VIA Employee Outreach	VIA Employees	VIA Metro Center
Chamber of Commerce Correspondence	Business Community	XX Chamber of Commerce

Table 3.2 Community Outreach Events

Group or Organization	Date	Event Type	Attendees
Thompson Neighborhood Association – Vision 2040 Survey Announcement	6/2/2015	Meeting	25
Movies By Moonlight	6/2/2015	Information Table	50
Tierra Linda Neighborhood Association – VIA Updates & Survey Launch	6/3/2015	Meeting	9
VIA Transit Advisory Council (VTAC)	6/3/2015	Event	60
News Conference – Vision 2040 Survey Launch	6/3/2015	Event	30
SAMCO Luncheon	6/3/2015	Event	300
City Council Field Offices	6/4/2015	Meeting	11
City San Antonio Council Staff – Vision 2040 Survey Launch	6/4/2015	Meeting	15
Bexar County Commissioners Staff – Vision 2040 Survey Launch	6/5/2015	Meeting	10
Neighborhood Resource Center – Annual Neighborhood Conference	6/6/2015	Information Table	125
VIA Metropolitan Transit Job Fair	6/9/2015	Information Table	160

Group or Organization	Date	Event Type	Attendees
Movies by Moonlight	6/9/2015	Information Table	200
Culture Connection with the Rivard Report Readers	6/9/2015	Information Table	60
Highland Park Neighborhood Association – Vision 2040 Survey	6/10/2015	Meeting	25
Stone Oak Property Owners Association	6/10/2015	Meeting	30
San Antonio City Council District 3 Community Budget Meeting	6/10/2015	Information Table	45
Memorial Neighborhood Association	6/11/2015	Presentation	20
San Antonio Housing Authority Elderly & Disabled Partner's Meeting	6/11/2015	Meeting	25
80/20 Foundation	6/12/2015	Meeting	2
VIA Vision 2040 Survey	6/12/2015	Event	25
Viva Poesia, Musica y Cultura – City of San Antonio Department for Culture & Creative Development	6/13/2015	Information Table	200
Folklife Festival – Bus Riders	6/13/2015	Event	3,000
Folklife Festival – Bus Riders	6/14/2015	Event	1,000
Nogalitos/Zarzamora Coalition	6/15/2015	Meeting	8
San Antonio City Council District 3 Staff	6/15/2015	Information Table	50
San Antonio Housing Authority Partners Meeting	6/16/2015	Meeting	50
Palm Heights Coalition	6/16/2015	Meeting	20
San Antonio City Council District 1 West End Senior Center	6/16/2015	Information Table	50
Movies by Moonlight	6/16/2015	Information Table	200
San Antonio College Survey Outreach	6/17/2015	Information Table	200
University Health System – Robert B. Green Campus	6/18/2015	Information Table	200
Juneteenth Senior Resource Fair	6/18/2015	Information Table	300
San Antonio City Council District 5 Senior Center	6/18/2015	Information Table	100
National Dump the Pump Day	6/18/2015	Event	5,000
Transit Meetup	6/18/2015	Event	25
San Antonio Independent Living Services	6/19/2015	Meeting	10
San Antonio City Council District 4 Willie Cortez Senior Center	6/19/2015	Information Table	50
15th Annual Father's Day Fiesta	6/20/2015	Information Table	200
VIATrans Workshop	6/20/2015	Event	60
San Antonio College Survey Outreach	6/22/2015	Information Table	200
San Antonio City Council District 7 Doris Griffin Senior Center	6/23/2015	Information Table	50
San Antonio City Council District 10 Senior Center	6/23/2015	Information Table	100

Group or Organization	Date	Event Type	Attendees
San Antonio Housing Authority	6/23/2015	Information Table	100
Movies by Moonlight	6/23/2015	Information Table	200
SA Tomorrow Sustainability Forum	6/23/2015	Event	100
San Antonio City Council District 3 Elvira Cisneros Senior Center	6/24/2015	Information Table	50
Super Adults	6/25/2015	Information Table	35
San Antonio City Council District 6 Alicia Trevino Lopez Senior Center	6/25/2015	Information Table	100
San Antonio City Council District 2 Senior Center	6/26/2015	Information Table	100
City of San Antonio Department for Culture & Creative Development	6/27/2015	Information Table	150
Showcase Senator José Menéndez District 26	6/27/2015	Event	40
City of San Antonio Councilman District 1 Coffee	6/27/2015	Event	40
Vision 2040 VIA Employees Day Outreach Station (Foreman Shift)	6/30/2015	Information Table	200
Vision 2040 VIA Employees Day Outreach (Maintenance Break Room Shift)	6/30/2015	Information Table	100
Vision 2040 VIA Employees Day Outreach (Station Foreman Shift)	6/30/2015	Information Table	200
Vision 2040 VIA Employee Day Outreach (Maintenance Night Shift)	6/30/2015	Information Table	50
Vision 2040 VIA Employees Day Outreach (Maintenance Night Shift)	6/30/2015	Information Table	50
Tierra Linda Neighborhood Association	7/1/2015	Presentation	15
Ride VIA Day (Five Points)	7/1/2015	Event	100
Ride VIA Day (McCreless)	7/1/2015	Event	100
Ride VIA Day (La Palmas)	7/1/2015	Event	100
Ride VIA Day (Deco District)	7/1/2015	Event	100
Ride VIA Day (Kel-Lac Transit Center)	7/2/2015	Event	100
Ride VIA Day (North Star Transit Center)	7/2/2015	Event	100

### 3.2 Respondent Profile

The VIA Vision 2040 community survey had 7,248 visits to the website with about 4,300 responses, a 60-percent response rate. Most of the visits were to the English website (98 percent), and the remaining visitors (2 percent) accessed the Spanish-language version (Table 3.3). Hard-copy responses were entered into the web portal by VIA staff.

Table 3.3 Website Survey Responses

	Responses	Percentage
Total Web Hits	7,248	
Web Hits <sup>a</sup> (English)	7,098	98%
Web Hits (Spanish)	150	2%
Responses <sup>b</sup>	4,340	60%
Responses with Data <sup>c</sup>	4,288	59%

<sup>a</sup> Includes three responses received by mail after the web-based survey closed on August 15, 2015.

<sup>b</sup> Includes responses giving any combination of text comments, answers to questions, placing pushpins on the map, or providing demographic information.

<sup>c</sup> Includes only responses that marked an answer to one of the three questions or placed a pushpin on the map.

In the final section of the survey, respondents were given the opportunity to share their age, ZIP code, and other demographic characteristics before submitting their survey (Figure 3.1).

Demographic data were collected by asking respondents to voluntarily choose their age, education level, and ethnicity from a list of options. Respondents were asked to provide their home ZIP code, which was subsequently used to determine their residence as inside or outside the San Antonio urbanized area (UZA), in addition to their county of residence. Respondents also identified how often they use VIA services.

Figure 3.1 Demographic Survey Section

5
Stay Involved
Receive Updates and Be Part of the Plan

STAY INVOLVED

Please Tell Us a Little About Yourself:

Age

Zip Code

Education

Race

How often do you use VIA Metropolitan Transit?

Organization/Affiliation (optional):

Submit Final Questions

Thank you for participating!

Your comments will help make sure VIA Vision 2040 meets the needs of people in the San Antonio region.

Stay involved by:

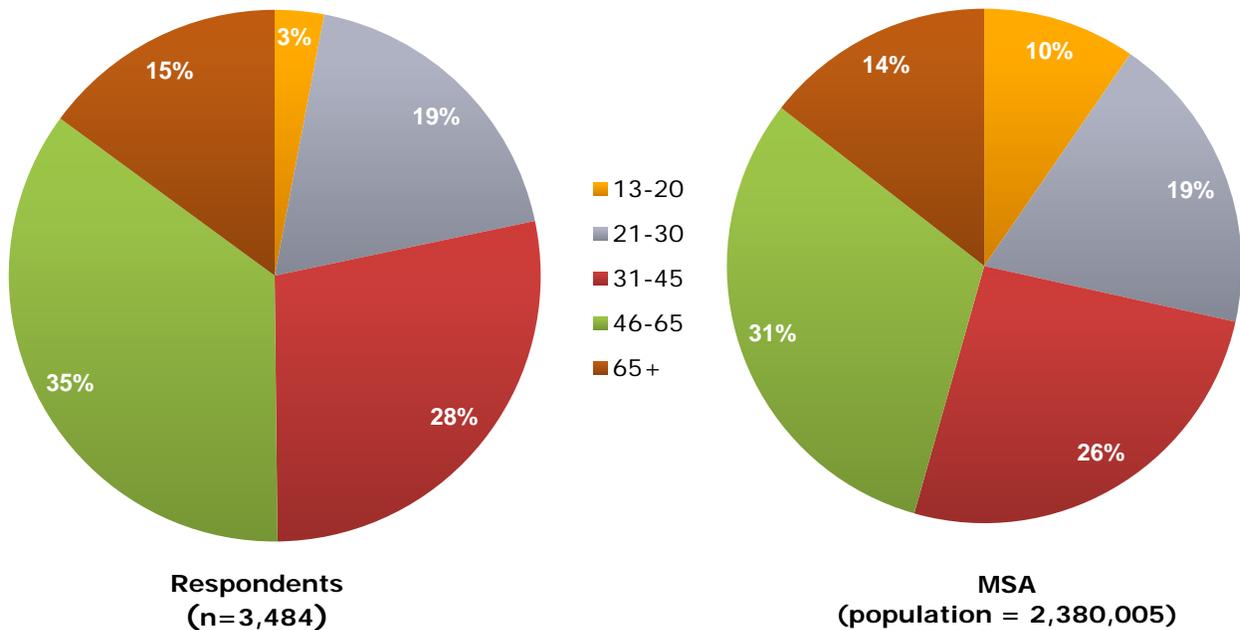
1. Signing up for the mailing list by visiting the project website at [www.VIAVision2040.com](http://www.VIAVision2040.com)
2. Follow VIA on [Facebook](#) and [Twitter](#).
3. Sharing this survey with your friends and family.


### Age

There were 3,484 respondents who volunteered their age, 80 percent of whom were between the ages of 21 and 65. Specifically, 15 percent of the respondents were over age 65, 35 percent of the respondents were between ages 46 and 65, and 28 percent were between ages 31 and 45. This age distribution closely matches the general eight-county Metropolitan Statistical Area (MSA) population of the region, where the percentages of similarly-spaced age ranges are 14 percent, 31 percent, and 26 percent, respectively (Figure 3.2)

Figure 3.2 Respondents by Age



For cross-tabulation of results, respondents were divided into two groups: 45 and younger, and 46 and older. These two groups each represent 50 percent of survey respondents (Table 3.4).

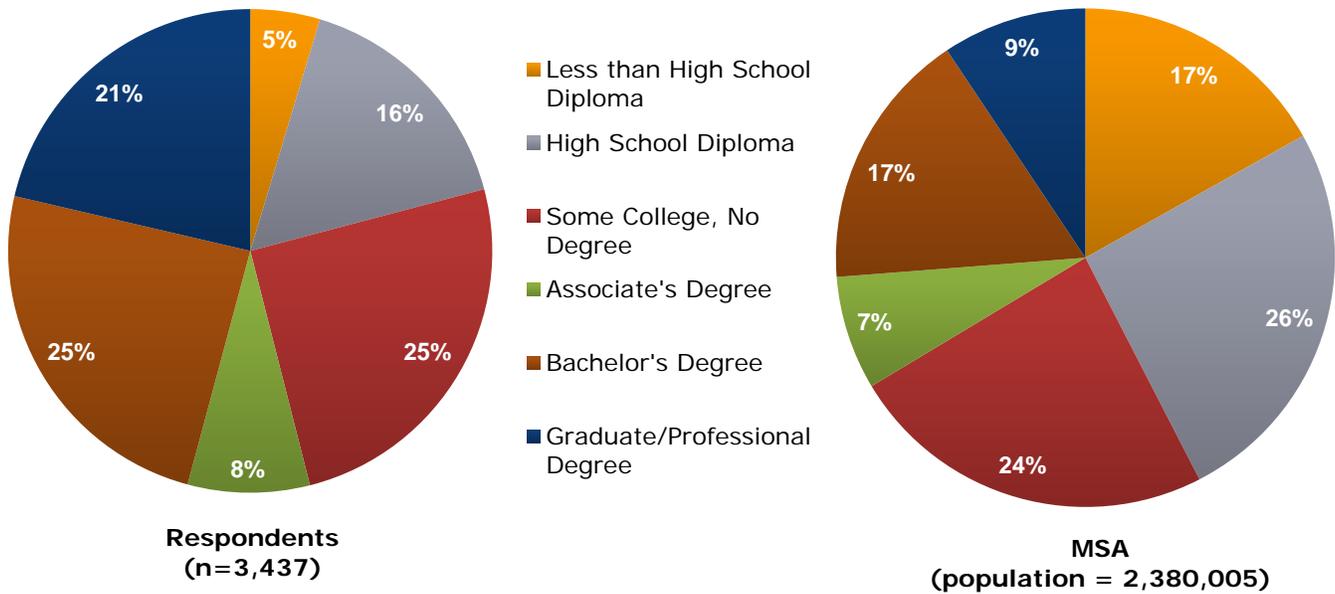
Table 3.4 Respondents Giving Age

	Respondents	Percentage
45 and younger	1,736	50%
46 and older	1,748	50%
<b>Total</b>	<b>3,484</b>	

### Education Level

One-third of respondents reported some college education, including those with two-year Associate’s degrees. This is consistent with the education level of residents in the San Antonio MSA, where 31 percent of residents have an Associate’s or degree or some college experience. Overall, survey respondents were more educated than the general population in the eight-county MSA. About 46 percent of survey respondents held Bachelor’s, Graduate, or Professional degrees, which are only held by 26 percent of the general population. Likewise, only 5 percent of respondents lacked a high school diploma; in the general MSA population, 17 percent of the population lacks a high school diploma (Figure 3.3).

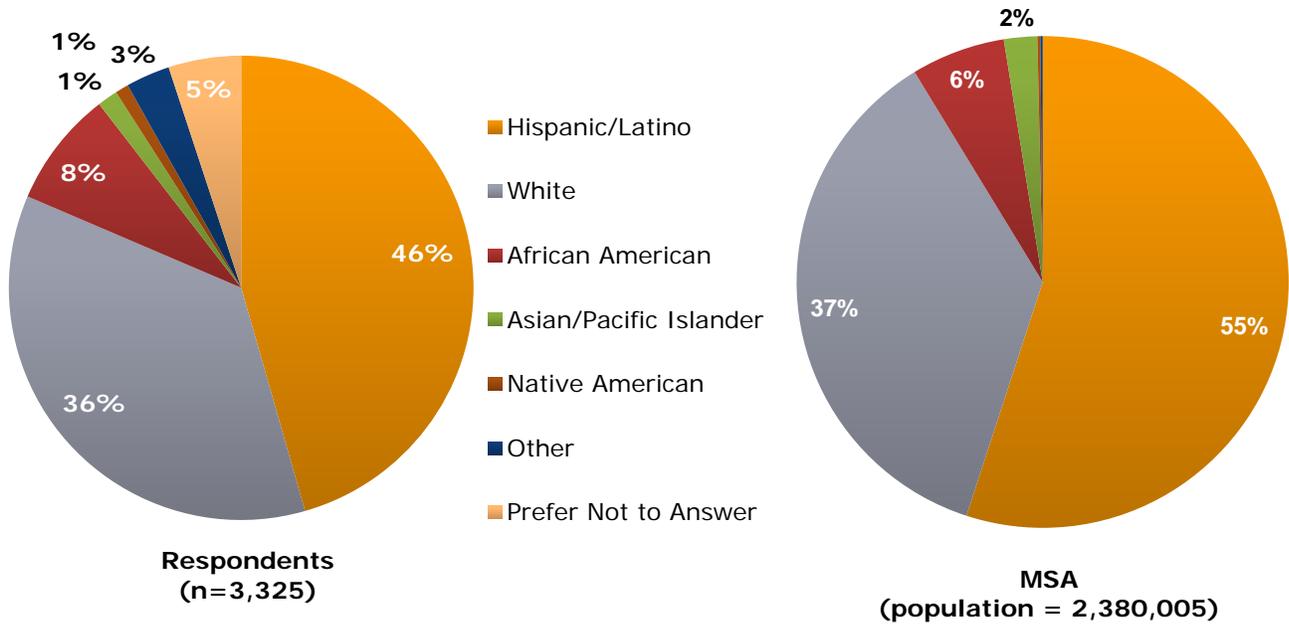
Figure 3.3 Respondents by Education



### Ethnicity

Of the survey respondents who volunteered their ethnicity, 45 percent identified as Hispanic or Latino, which is lower than the MSA population of 55 percent. The second-largest group of respondents identified as White (36 percent), which is consistent with that group's representation in the MSA population (37 percent). African-Americans made up 8 percent of the respondents, which is slightly higher than 6 percent found in the MSA population. About 1 percent of respondents identified as Asian or Pacific Islander, which is consistent with the MSA population of 2 percent (Figure 3.4).

Figure 3.4 Respondents by Ethnicity



### Geographic Distribution

Broadly, the density of respondents followed patterns of general population density. The number of responses was highest inside Loop 1604, especially in its densely populated central areas of Bexar County (Figure 3.5). In addition, a higher *proportion* of residents in central Bexar County replied than those in outlying areas, even when controlling for population (Figure 3.6). Thus, residents in the urban core responded to the survey both in greater absolute numbers, as well as relative to the population in their ZIP code.

Figure 3.5 Total Number of Survey Responses

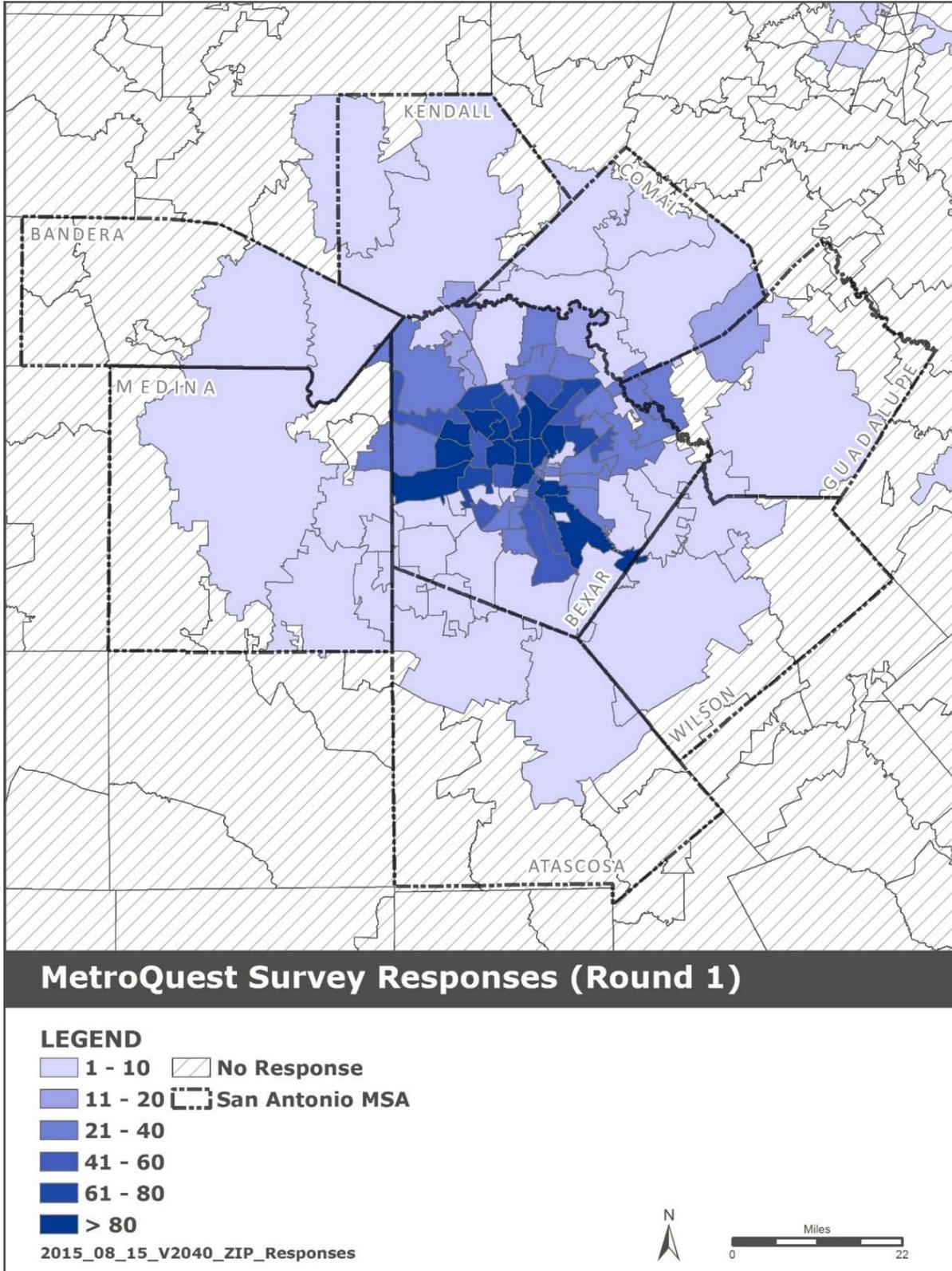
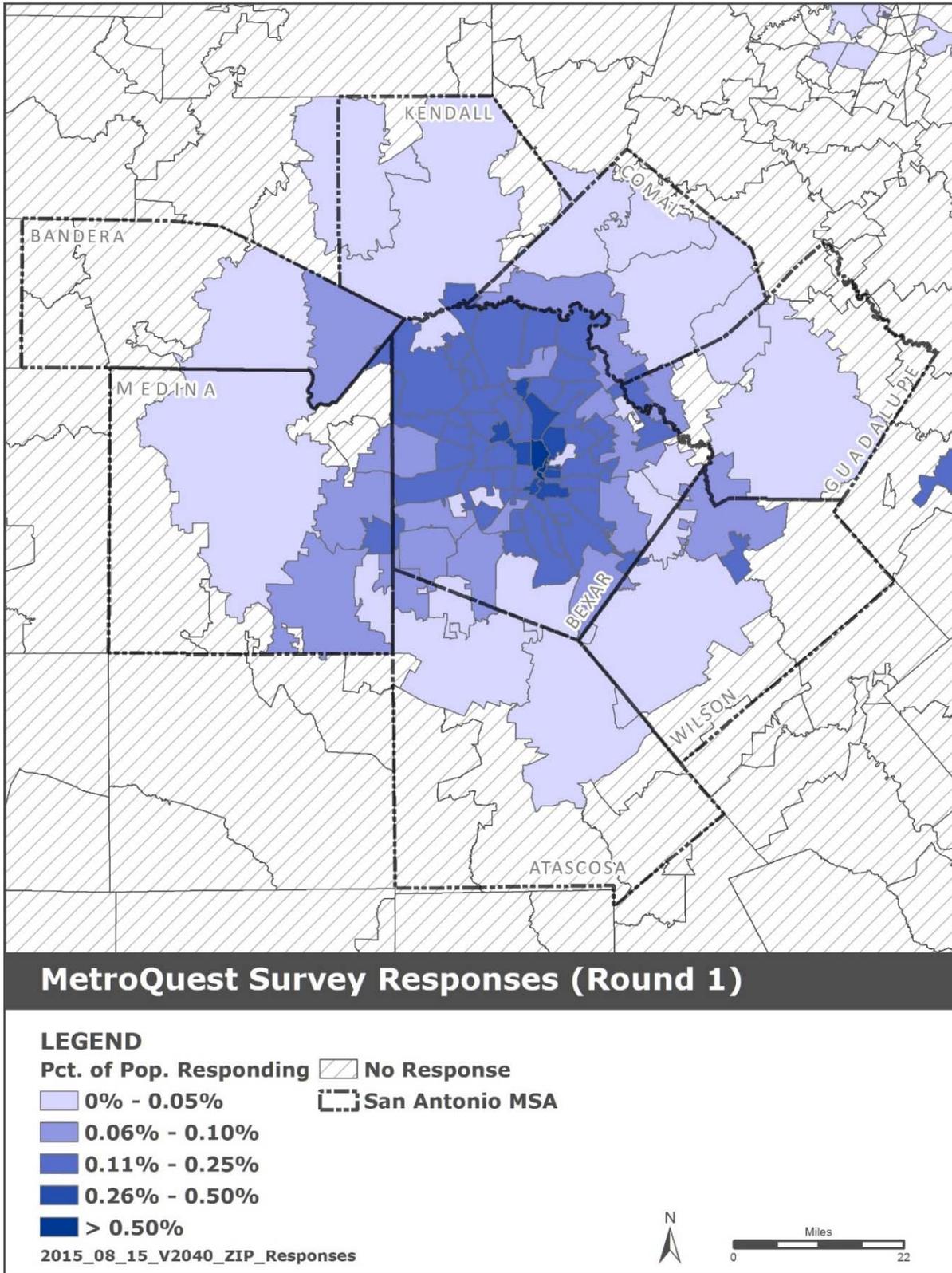


Figure 3.6 Responses as Percent of Population

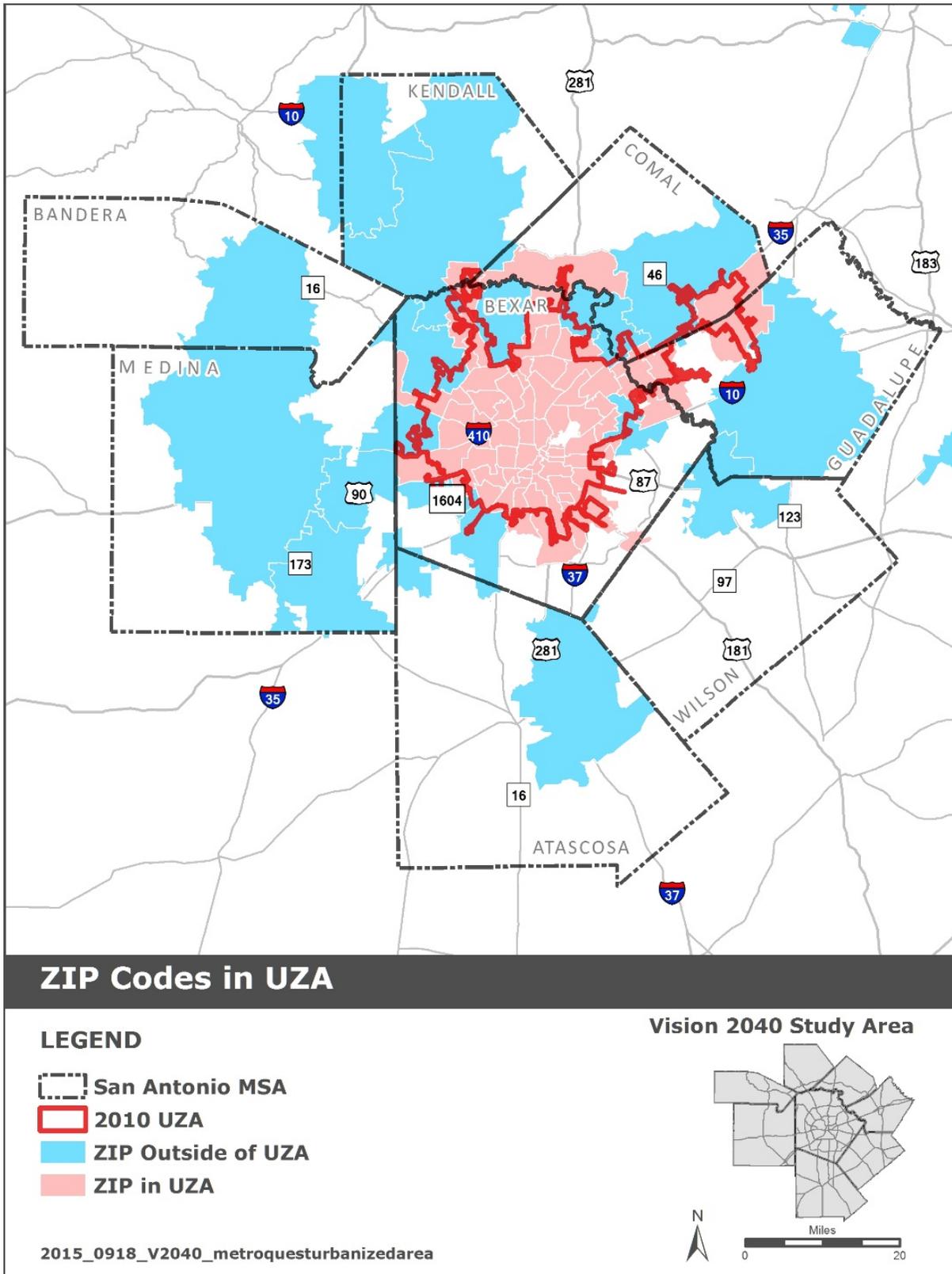


For cross-tabulation purposes, respondents were divided into those from within and outside the UZA (Table 3.5). Of those respondents who provided their location, 92 percent were from inside the San Antonio UZA, while the remaining 8 percent were from outside. A respondent’s location was calculated based on their provided ZIP code; ZIP codes were assigned as either inside or outside of the UZA based upon their geographic centroid (Figure 3.7).

Table 3.5 Respondents Giving Location

	Respondents	Percentage
Inside UZA	3,054	92%
Outside UZA	248	8%
<b>Total</b>	<b>3,302</b>	

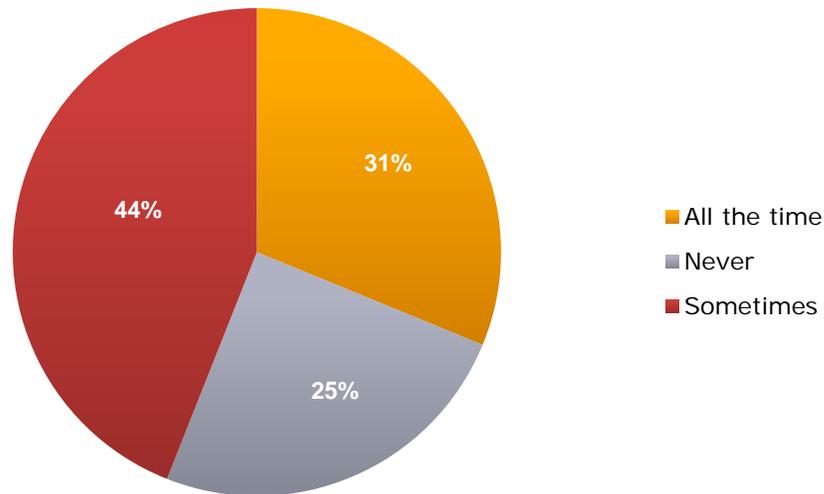
Figure 3.7 ZIP Codes by Urbanized Area



### Ridership Frequency

Of all survey respondents, 3,293 answered the question “How often do you use VIA Metropolitan Transit?” (45 percent) (Figure 3.8). One-quarter of the survey respondents never ride VIA, compared to 31 percent who indicated they ride VIA “all the time.”

Figure 3.8 VIA Transit Ridership



For purposes of cross-tabulation, respondents were divided into those riding “All the time” or “sometimes” and those “never” using VIA services (Table 3.6).

Table 3.6 Ridership Frequency

	Respondents	Percentage
Current Riders (“All the time” or “Sometimes”)	2,477	75%
Nonriders (“Never”)	816	25%
<b>Total</b>	<b>3,293</b>	

### 3.3 Key Survey Findings

The question-based survey consisted of three questions broken into two screens (Table 3.7).

Table 3.7 Question-Based Survey

Screen	Tab	Question Text	Options Given	Choices Allowed
Transportation Choices		What do you think will most improve public transportation in the San Antonio region?	8	3
Transit Features	Quality of VIA Transit Services	What features of VIA Metropolitan Transit service are important to you?	12	5
Transit Features	Make Transit Work for Me	What kinds of features would make transit a more convenient travel choice for you?	12	5

#### *Transportation Choices*

Respondents were asked to choose the three things that they thought would most improve public transportation in the Greater San Antonio Region from among the following choices (Table 3.8). Respondents also were given the opportunity to suggest another priority or leave a text-based comment (Figure 3.9). In total, 3,705 respondents answered this question (51 percent of visitors), which shows the general distribution of responses to this question (Figure 3.10).

Table 3.8 Transportation Choices: What is Important to You?

Option	Description
Safe Routes to Transit	Improving sidewalks and bike lanes can make getting to public transportation on foot or bike safer and easier.
More Amenities for Passengers	Installing WiFi on buses and providing more information, additional comfortable benches, and plenty of shade at stops would make using transit a better experience.
Primo Bus Service	Primo service means buses would come more frequently and information on when the bus will arrive would be easier to find. Some roads would have bus-only lanes to speed up travel, and some intersections would give buses priority.
Carpooling	Focusing on matching people with similar trips to share rides would allow for less crowded roads and less air pollution.
Rail Transit	Rail transit would run along heavily used routes and connect people to employment, education, retail, and entertainment.
Expanded Service Area	Vision 2040 should expand VIA's service area to serve communities outside of Bexar County, such as Guadalupe or Comal.
Transit Priority Lanes	On congested highways, the management of transit priority lanes would allow buses to make reliable trips and travel faster because they would not be stuck behind slow moving cars.
Enhanced Local Bus Routes	Enhanced local bus routes would mean greater frequency and longer hours of service on current routes.

Figure 3.9 Transportation Choices: What is Important to You?

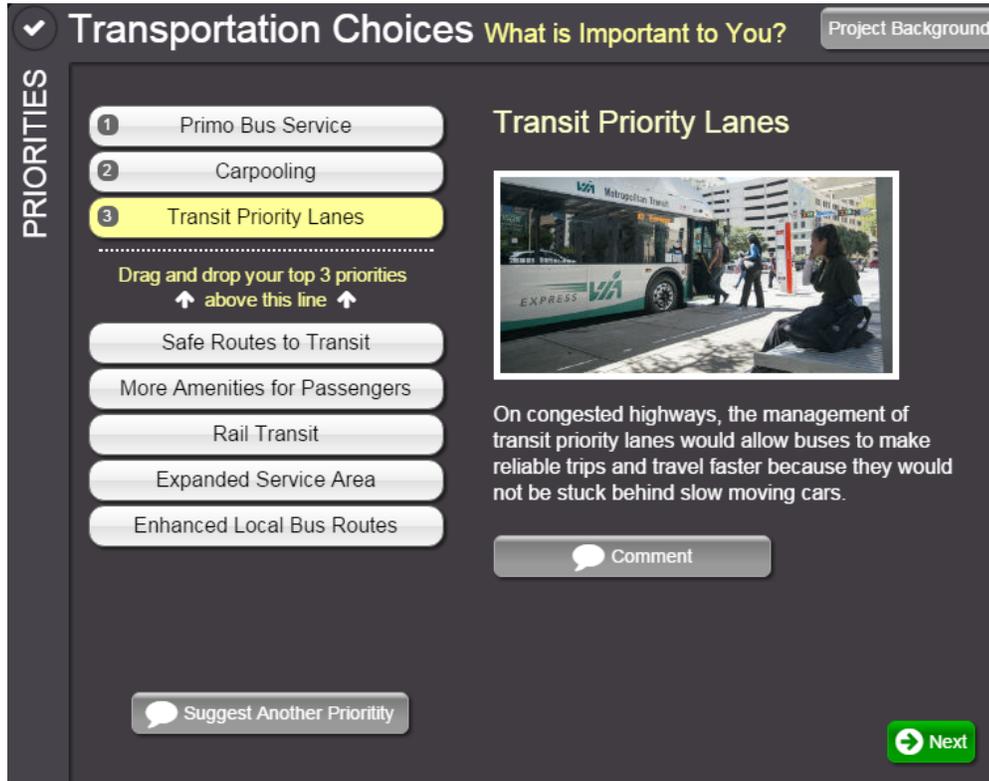
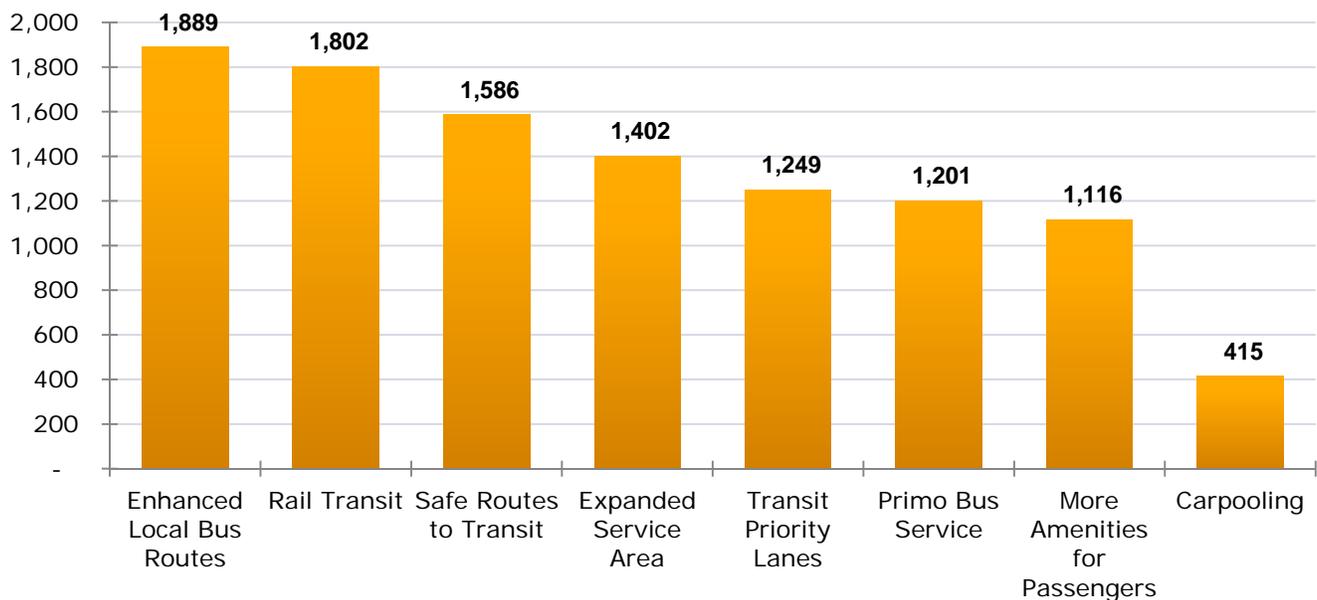


Figure 3.10 Transportation Choices (All Respondents)

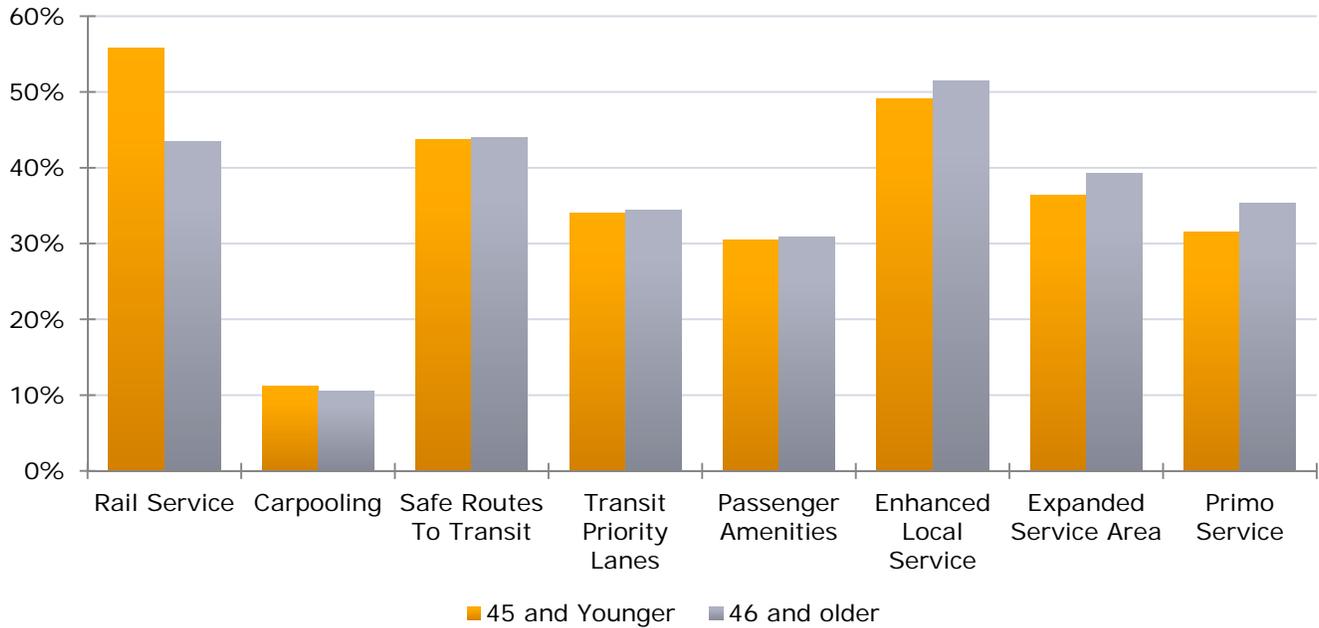
Number of Times Selected as Top 3 Feature



### Choices by Age

Older respondents tended to favor enhanced local service, expanded service area, and Primo service more; younger and middle-aged respondents tended to favor safe access to facilities, speed, technology, and rail (Figure 3.11). Carpooling services were the least popular among all riders. In total, 3,040 respondents providing their age answered this question (42 percent of all visitors).

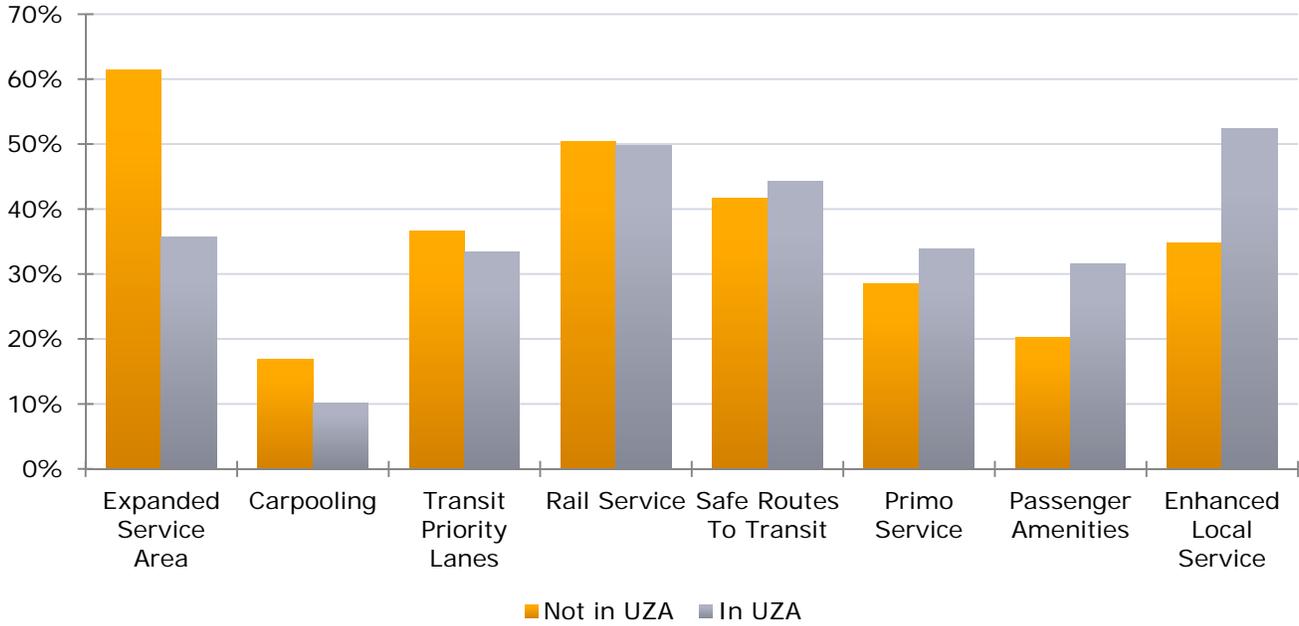
Figure 3.11 Transportation Choices by Age



### Choices by Location

Respondents inside the UZA favored enhanced local service, while respondents outside the UZA favored expanded service (Figure 3.12). Both groups strongly supported safe routes to travel and rail service. In total, 2,855 respondents giving their location answered this question (39 percent of all visitors).

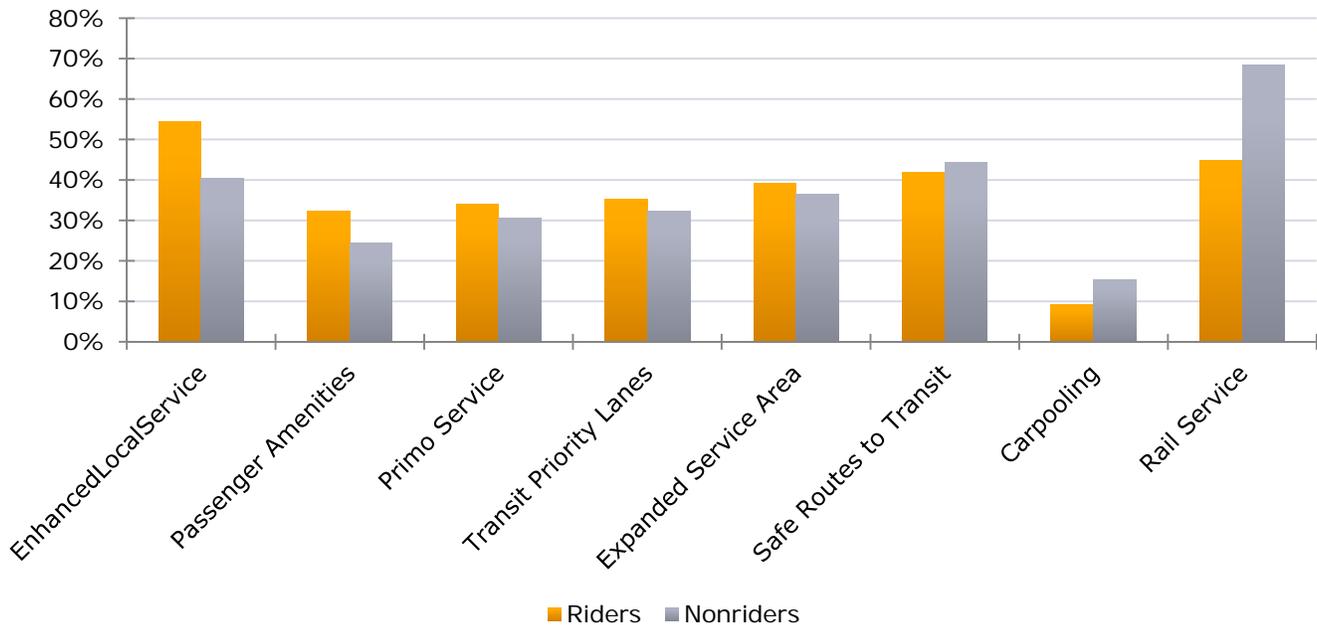
Figure 3.12 Transportation Choices by Location



### Choices by Ridership

Riders using VIA services “sometimes” or “all the time” favored enhanced local service, followed by rail and safe routes to transit (Figure 3.13). Riders “never” using VIA services favored rail service. In total, 2,852 respondents giving their ridership frequency answered this question (39 percent of visitors).

Figure 3.13 Transportation Choices by Ridership



### Comments on Transportation Choices

Respondents were given an opportunity to provide general comments, as well as comments on each specific transportation choice. More than 400 general comments were received; most of which pertained to the specific transportation options in the survey. A full list of comments, sorted by topic, can be found in Appendix B.

### Safe Routes to Transit

This section collected opinions on how to ensure the safety for riders accessing public transit in the city, such as adding sidewalks and bike lanes. Among the 66 respondents who commented on this option, many of them said adding separate bike lanes and sidewalks would greatly improve safety. Bus stop accessibility was discussed as well; many commented that current bus stops are located in unsafe areas, and riders sometimes have to walk through dangerous routes to reach the bus stops. Lack of security at bus stops also was a significant concern.

---

*“Commit to planning and maintaining accessibility to transit stops. Throughout its history VIA has ignored bus stop accessibility, e.g., sidewalks. Stops are placed in arbitrary locations while ignoring safety and accessibility.”*

---

### **More Amenities for Passengers**

This section suggested many amenity improvements, such as WiFi service on buses and real-time information display, which could improve transit riders' experience. Among the 74 respondents who commented on this section, many of them pointed out the lack of basic amenities at bus stops, such as benches, shades, and covers. Respondents also suggested that lighting and security be added to bus stops. Many of the users also called for improved information communication. Riders hoped to receive timely notifications for changes to bus schedules due to weather, accidents, or traffic congestion; they stated that monitors displaying the arrival times of buses at bus stops, and monitors on buses identifying upcoming locations would be helpful. WiFi service received positive comments, but some also suggested that it was not an urgent need.

---

*“The intense heat that our city faces makes it entirely undesirable for me to rely on public transportation.... shade simply is not enough to beat the heat. Please consider cooling stations of some kind.”*

*“There is NO reason why anyone waiting for the bus should have to suffer in the South Texas heat by standing at an unshaded bus stop.”*

*“There are MANY service stops that have NO bench and NO shelter... when these two ingredients are NOT available... Passengers WILL NOT wait here!”*

---

### **Primo/Bus Rapid Transit Service**

Primo/Bus Rapid Transit (BRT) service was described as providing more frequent service along major routes, with improved visibility of arrival times. Some roads would have bus-only lanes to speed up travel, and some intersections would give buses priority. This transportation choice received 50 comments, and the majority of the respondents said Primo/BRT service is essential. Some respondents reported pleasant experiences with Primo/BRT service or would like to use it in the future. Some would like Primo to be extended to more routes and areas of the region. Some respondents questioned whether the promised frequency could be realized.

---

*"One of the best routes ever."*

*"More Primos in all areas please."*

---

## **Carpooling**

There were 25 respondents who commented on carpooling as a transportation choice. A significant number of the respondents believed carpooling is a good idea, but a few respondents rejected this proposal. Respondents were primarily concerned about its limited impact since carpooling is perceived as benefiting only employees of large companies. Other comments were concerned about liability associated with carpooling. Some believed that other ride-hailing alternatives, such as Uber and Lyft, would be a better approach and should be more available in the Greater San Antonio Region.

---

*"For me, carpooling is the only option I could possibly use, as I live 25 miles from the city limits of San Antonio, and I WILL NOT ride a bus."*

*"Carpooling is only for big company employees. Low priority for most people in the city."*

---

## **Light Rail Transit**

The majority of 131 respondents who commented on Light Rail Transit (LRT) supported the idea of rail service. Many respondents believed LRT would add to the transportation choices of the community, better accommodate city expansion, realize higher travel speeds, and reduce congestion in comparison to buses. Respondents also suggested that LRT be extended to surrounding communities and cities, and connect major parts of the city, including urban and suburban areas, rather than serving limited areas. Among those respondents who did not support rail, concerns focused on VIA's perceived inability to serve riders with current and proposed routes, the potential increase in transit fares, and the disruption to current operations, especially in established communities.

---

*"Rail Transit is the only public transit that is mostly unaffected by other traffic conditions, increasing reliability for people who require timeliness in their transit decisions. Even with priority lanes, buses face the same congestion that other transit methods face."*

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---

*"There should NEVER be Rail Transit until there is adequate bus transit both in coverage and frequency. Money allocated to rail would be better used to beef up bus service."*

---

### **Expanded Service Area**

About 99 respondents commented on the proposed expansion of bus service areas. The majority of respondents favored this idea, and commented on the areas where they thought bus service was needed. The most frequently mentioned areas included areas beyond Loop 1604, Universal City, Boerne, New Braunfels, Stone Oak, East side of the City, and military base areas. A small number of the respondents were not supportive, and most of them believed it is more important to improve service in the current service area before expanding onto other areas of the region.

---

*"I don't believe VIA serves Bexar County well enough. Cover your primary responsibility first."*

*"Yes – surrounding counties where commuters originate from should be included in long-term planning for SATX."*

---

### **Transit Priority Lanes**

Transit Priority Lanes, if implemented, would be located on congested highways to enable faster travel speeds for bus service. The majority of the 44 respondents supported the use of transit priority lanes. Respondents believed that enabling buses to travel faster and more reliably than personal vehicles could attract riders to public transit. Some respondents suggested that allowing buses to use high-occupancy vehicle (HOV) lanes would achieve a similar goal. Concerns included possible negative impacts on traffic congestion from decreasing the number of general purpose lanes available to the traveling public.

---

*"Coordinate with DPS to create a High Occupancy Vehicle Lane (HOV Lane) for Buses and Carpooling only. This allows public transportation to avoid some of the normal traffic congestion."*

---

### **Enhanced Local Bus Routes**

More than 100 comments regarding enhanced bus service were received, among which bus route planning was the most frequently mentioned option. The majority of the respondents suggested that bus routes should be extended to underserved areas and should respond to growth in the Greater

San Antonio Region. Respondents said that connections between routes should be improved to minimize the number of transfers needed to and from major destinations. Respondents also commented that direct routes between locations would greatly encourage respondents to ride buses. A significant number of the respondents believed longer hours of bus operation would benefit second and third shift workers and people enjoying restaurants and bars in evening hours. Many respondents believed 24-hour service is necessary. Increasing bus frequency was rated as highly important to relieve overcrowding especially during peak hours, as well as reducing trip times when multiple transfers were needed. Respondents also called for reliable bus service, commenting that buses need to arrive on time according to the schedule. Better amenities, including shelter/shade at bus stops and lights on streets and around bus stops, also were frequently mentioned.

---

*“Bus Frequency is one of the biggest deficiencies. The route near my house only goes by once an hour. If I have a job across the city, I have to start nearly 3 hours in advance to arrive on time. All routes should have a frequency of at least every 20 minutes.”*

*“I am a handicapped bus rider on the Route 651. This bus runs 30 minutes during peak periods M-F, 45 minutes during off-peak periods, and the Saturday and Sunday schedule only has one bus on the route scheduled anywhere from 1 hr. 6 min.-1 hr. 12 min. and NEVER runs on time.”*

*“Riders who work past 10 pm face ridiculous ride times or are faced with no transportation home - this group includes (too numerous to count) restaurant and retail workers whose lives are monumentally negatively impacted trying to maintain employment when their only transportation option is VIA.”*

---

### *Quality of VIA Transit Services*

In this section of the survey, respondents were asked to select the top five service features that are important to them (Table 3.9). Respondents were not allowed to provide comments to this question (Figure 3.14). This question received 3,923 responses (54 percent of visitors). Frequency and reliability on existing routes are the highest priorities of all survey respondents, regardless of their age, residence location, and ridership status (Figure 3.15).

Table 3.9 What features of VIA Metropolitan Transit service are important to you?

Option	Description
Frequency	How often buses arrive at the stop.
Reliability	How often the bus arrives on schedule.
Speed	How fast the bus travels on congested roadways.
Capacity	Being able to get a seat.
Transfers	Direct connections with fewer transfers to get to your destination.
Comfort	The bus and bus facilities are comfortable.
Safety	The bus and bus facilities are safe.
Technology	Real-time arrival and departure information.
Customer Service	VIA employees provide good customer service.
Hours of Service	The bus runs in the late evening and early morning.
VIATrans	Paratransit services get me where I need to go.
Vanpool	Ridesharing is a convenient and economical way to get to work.

Figure 3.14 What Features of VIA Metropolitan Transit Service are Important to You?

**3 Survey** What do you think about these issues?

Introduction

Quality of VIA Transit Services

Make Transit Work for Me

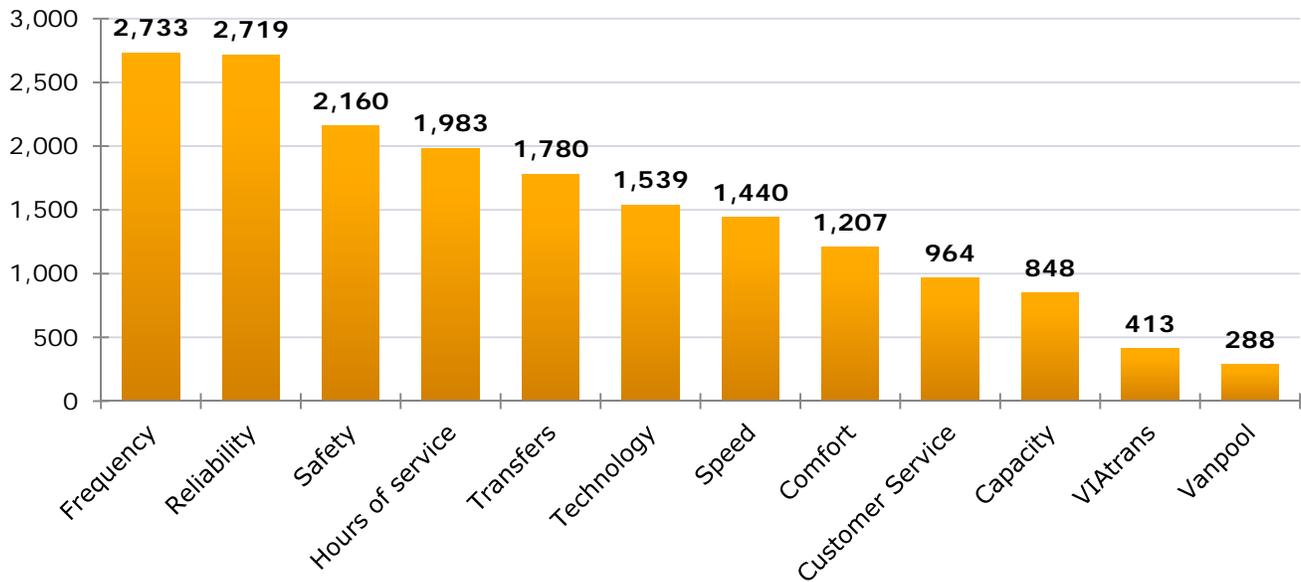
What features of VIA Metropolitan Transit service are important to you?  
Please select your top 5 features:

<input type="checkbox"/> Frequency – How often buses arrive at the stop.	<input type="checkbox"/> Reliability – How often the bus arrives on schedule.	<input type="checkbox"/> Speed – How fast the bus travels on congested roadways.
<input type="checkbox"/> Capacity – Being able to get a seat.	<input type="checkbox"/> Transfers – Direct connections with fewer transfers to get to your destination.	<input type="checkbox"/> Comfort – The bus and bus facilities are comfortable.
<input type="checkbox"/> Safety – The bus and bus facilities are safe.	<input type="checkbox"/> Technology – Real time arrival and departure information.	<input type="checkbox"/> Customer Service – VIA employees provide good customer service.
<input type="checkbox"/> Hours of Service – The bus runs in the late evening and early morning.	<input type="checkbox"/> VIATrans – Paratransit services get me where I need to go.	<input type="checkbox"/> Vanpool – Ridesharing is a convenient and economical way to get to work.

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Figure 3.15 Quality of Via Transit Services (All Respondents)

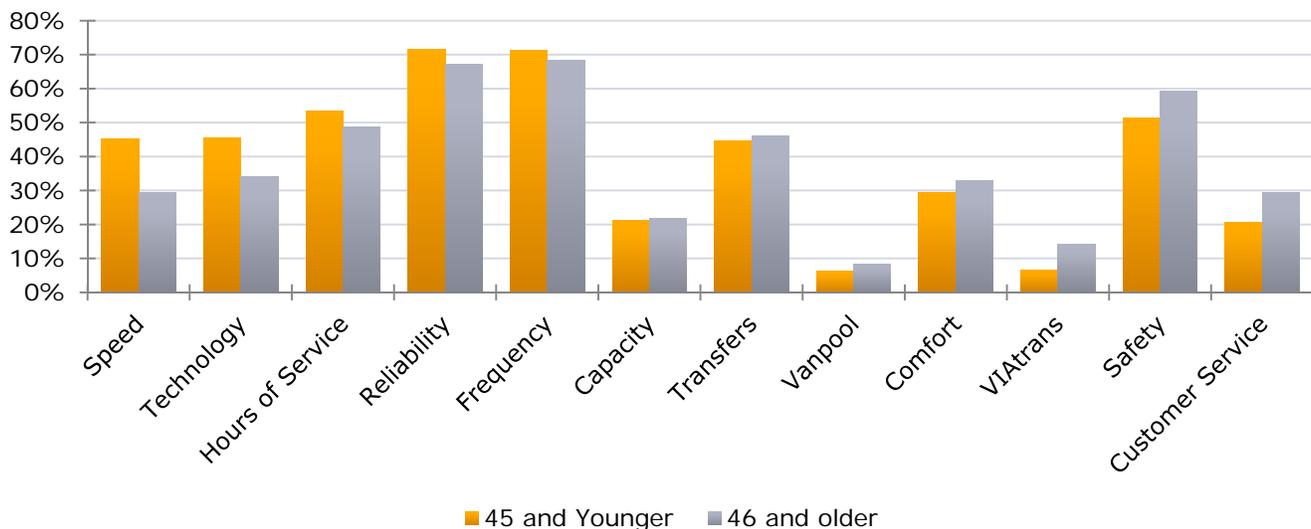
Number of Times Selected as Top 5 Feature



Quality by Age

Reliability and frequency of service were the most important features for respondents of all ages (Figure 3.16). Younger respondents tended to emphasize speed, access to technology, and hours of service, while older respondents tended to choose safety, customer service, and VIAtrans service. In total, 3,324 respondents provided both their age and an answer to this question (46 percent of visitors).

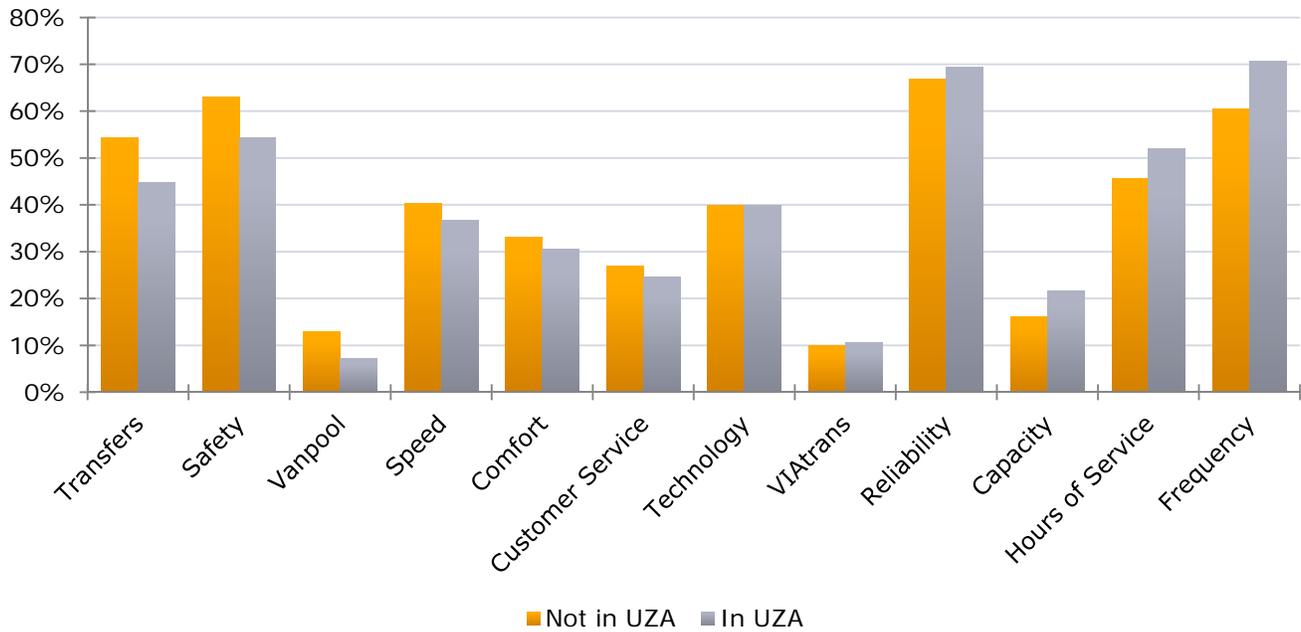
Figure 3.16 Quality of Service by Age



### Quality by Location

Residents both in and out of the UZA emphasized reliability, frequency, and safety, with residents of the UZA slightly more concerned about frequency (Figure 3.17). In total, 3,143 people giving their location answered this question (43 percent of visitors).

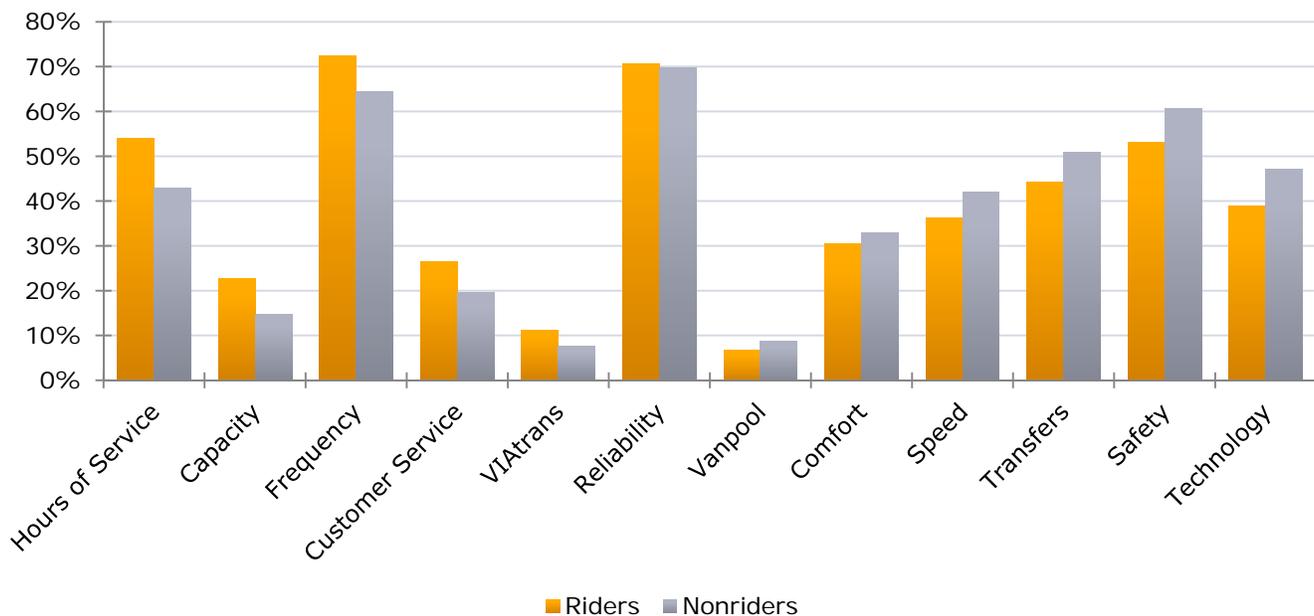
Figure 3.17 Quality of Service by Location



## Quality by Ridership

Frequency, reliability, and safety were the most commonly-chosen responses by both riders and nonriders (Figure 3.18). VIA riders (frequent and occasional riders) were more concerned with hours of service. Conveniences, like comfort, ease of transfers, and technology, also appealed to nonriders. In total, 3,153 people who answered this question gave their ridership frequency (43 percent of visitors).

Figure 3.18 Quality of Service by Ridership



## Comments on Quality of Transit Services

While the survey instrument did not allow for comments on specific items in the “Quality of Service” section, several general comments were received that expressed frustration with frequency and reliability. Comments included specific examples of late and no-show buses and the direct impact individual riders feel. Examples below were collected from hard-copy surveys rather than the online survey; therefore, they are not included in the crosstabs or quantitative analysis, but they do represent the tone and content of comments regarding frequency and reliability.

*“I have been taking the bus to work at the V.A. Medical Center for over a year now. Leaving work, waiting for the 520 to show up is a nightmare! They are always, always late and not just by a couple of minutes. I will sit for 45 minutes to an hour waiting for one to show up, and this happens on a daily basis! For a bus that should be there every 15 to 20 minutes there is no excuse for me to sit through 3 buses not showing up! To make matters worse – you have taken*

*all the bus benches out on either side – leaving us with ONE 2-seater bench! You make us sit out there for 45 minutes – while more and more people show up so most have to stand! These are not just people who work in the medical center – many are our brave veterans having to stand out there with various medical conditions! Please step up your game and figure out how to get those buses there on time AND have a heart and get more seating out there!”*

*“The #96 needs more buses – I have quit going to the Westfall Library simply because I cannot tolerate the 20 minutes wait each way at each bus stop to go there. We NEED more shade and seating at ALL bus stops.” (Note: This respondent self-identified as a senior and disabled.)*

*“Five times I had to wait almost an hour for the #20, which is supposed to run every 15 minutes. The #9 Broadway bus is never on time, and I miss my connection at 410 and the Broadway #551. The #14B has also been late six times this week. I miss my #509 route, which means I have to wait over an hour for the next bus. This is ridiculous.”*

### *Make Transit Work for Me*

The second question asked respondents to pick the top five improvements that would make transit a more convenient travel choice for them, or provide their own choices (Table 3.10,

Figure 3.19). Respondents were asked to respond to the question, “What kinds of features would make transit a more convenient travel choice for you? Please select your top 5 features.” In total, 3,633 respondents answered this question (50 percent of visitors) (Figure 3.20).

Table 3.10 What kinds of features would make transit a more convenient travel choice for you?

Option	Description
Sidewalks	My trip would be improved with new sidewalks and safer crosswalks.
Bike Lanes	I would like more bike lanes connecting to VIA services.
Lighting	When traveling at night, both my walk and wait at the bus stop could be improved with more lighting.
Live-Work-Play	I would like to access work, shopping, and entertainment with a quicker walk or transit ride.
More Access	My neighborhood would benefit from more transit service choices.

Option	Description
Late Night	I work late or like to travel responsibly at night and would like more late night services.
Park & Ride	I would use a park & ride located closer to my house.
Transit Priority	I want my bus to pass cars sitting in traffic.
Fare Integration	I would like one card for bus fare, parking, car-hailing, bike-share, etc.
Inter-City	VIA service should be integrated with other services that get me to Austin, Houston, or Dallas.
Employer Incentives	I would use VIA more if my employer offered me incentives to ride.
Regional	I live outside the VIA service area, but would use transit services if I had access.

Figure 3.19 What Kinds of Features Would Make Transit a More Convenient Travel Choice for You?

3 Survey What do you think about these issues?

SURVEY

Introduction

Quality of VIA Transit Services

Make Transit Work for Me

What kinds of features would make transit a more convenient travel choice for you? Please select your top 5 features:

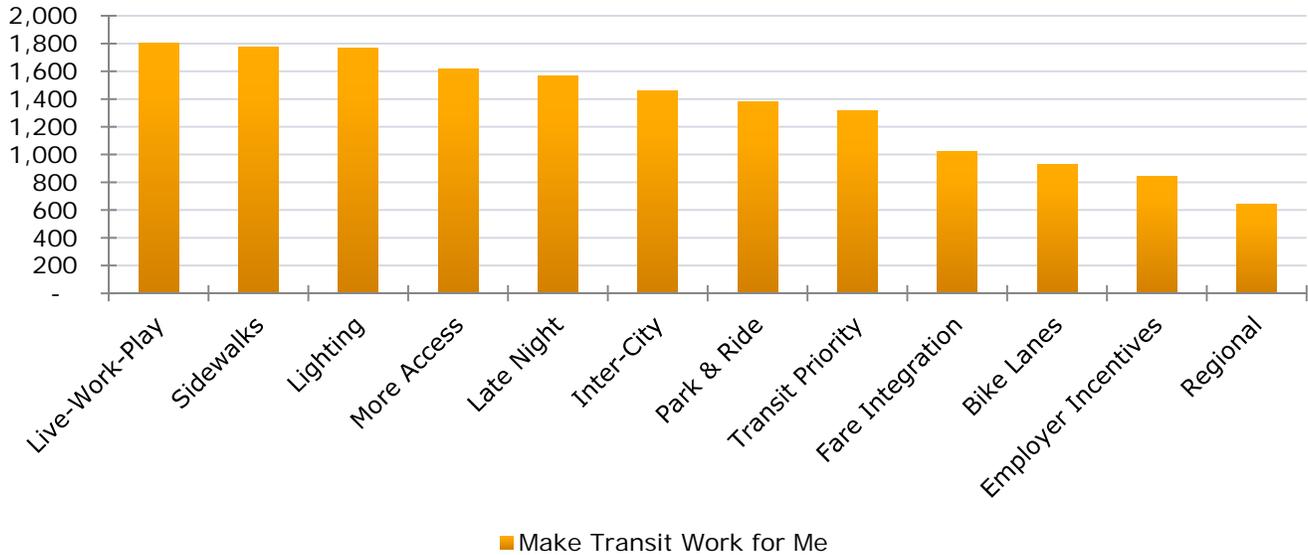
<input type="checkbox"/> Sidewalks – My trip would be improved with new sidewalks and safer crosswalks.	<input type="checkbox"/> Bike Lanes – I would like more bike lanes connecting to VIA services.	<input type="checkbox"/> Lighting – When traveling at night, both my walk and wait at the bus stop could be improved with more lighting.
<input type="checkbox"/> Live-Work-Play – I would like to access work, shopping and entertainment with a quicker walk or transit ride.	<input type="checkbox"/> More Access – My neighborhood would benefit from more transit service choices.	<input type="checkbox"/> Late Night – I work late or like to travel responsibly at night and would like more late night services.
<input type="checkbox"/> Park & Ride – I would use a park & ride located closer to my house.	<input type="checkbox"/> Transit Priority – I want my bus to pass cars sitting in traffic.	<input type="checkbox"/> Fare Integration – I would like one card for bus fare, parking, car-hailing, bike-share, etc.
<input type="checkbox"/> Inter-City – VIA service should be integrated with other services that get me to Austin, Houston, or Dallas.	<input type="checkbox"/> Employer Incentives – I would use VIA more if my employer offered me incentives to ride.	<input type="checkbox"/> Regional – I live outside the VIA service area, but would use transit services if I had access.

If you have other reasons, please specify here:

Next

Figure 3.20 Make Transit Work for Me (All Respondents)

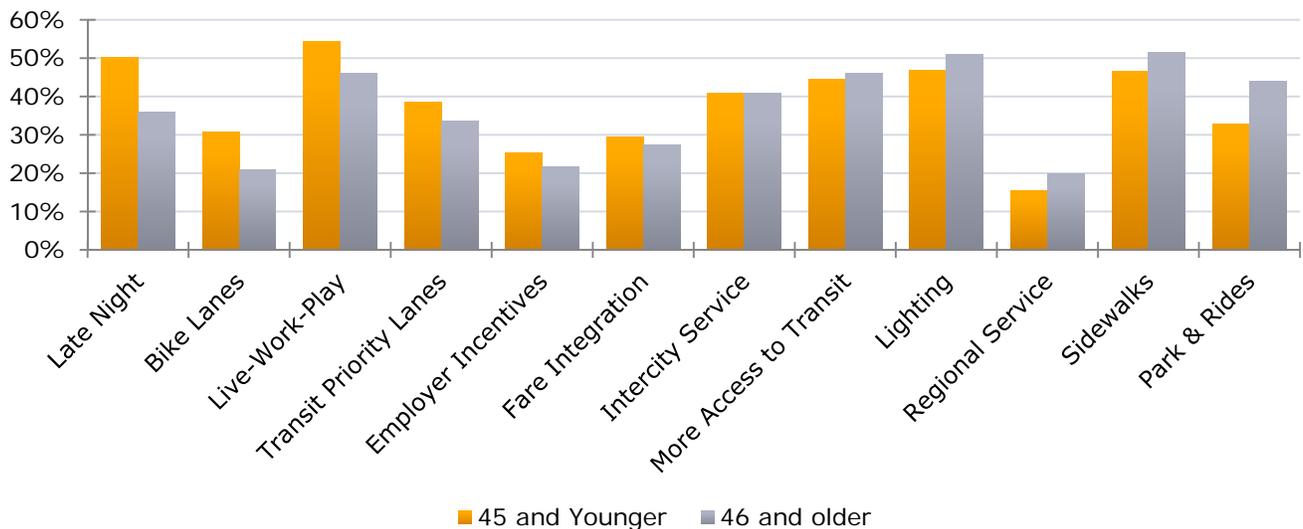
Number of Times Selected as a Top 5 Feature



### Make Transit Work by Age

Younger respondents desired more opportunities to live, work, and play within a short distance to transit (Figure 3.21). They also desired late night service, followed closely by better lighting and sidewalks. Respondents 46 and older placed a high priority on sidewalks and lighting followed by park & ride facilities. In total, 3,152 respondents giving their age answered this question (43 percent of respondents).

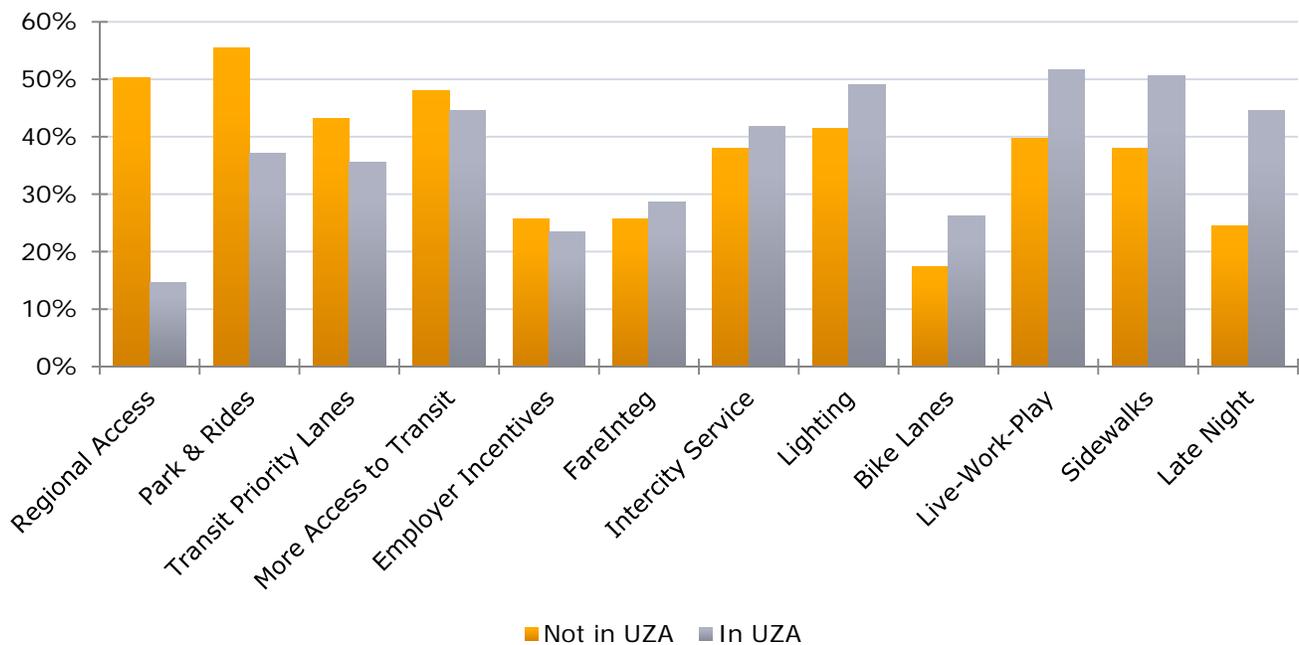
Figure 3.21 Make Transit Work by Age



### Make Transit Work by Location

Residents of the San Antonio urbanized area emphasized late night service and quality of sidewalks and lighting as their top three features (Figure 3.22). Residents outside of the urbanized area emphasized park & ride facilities, regional connections, and more access to transit as their top choices that would make transit more attractive. In total, 2,973 respondents giving their location answered this question (41 percent of visitors).

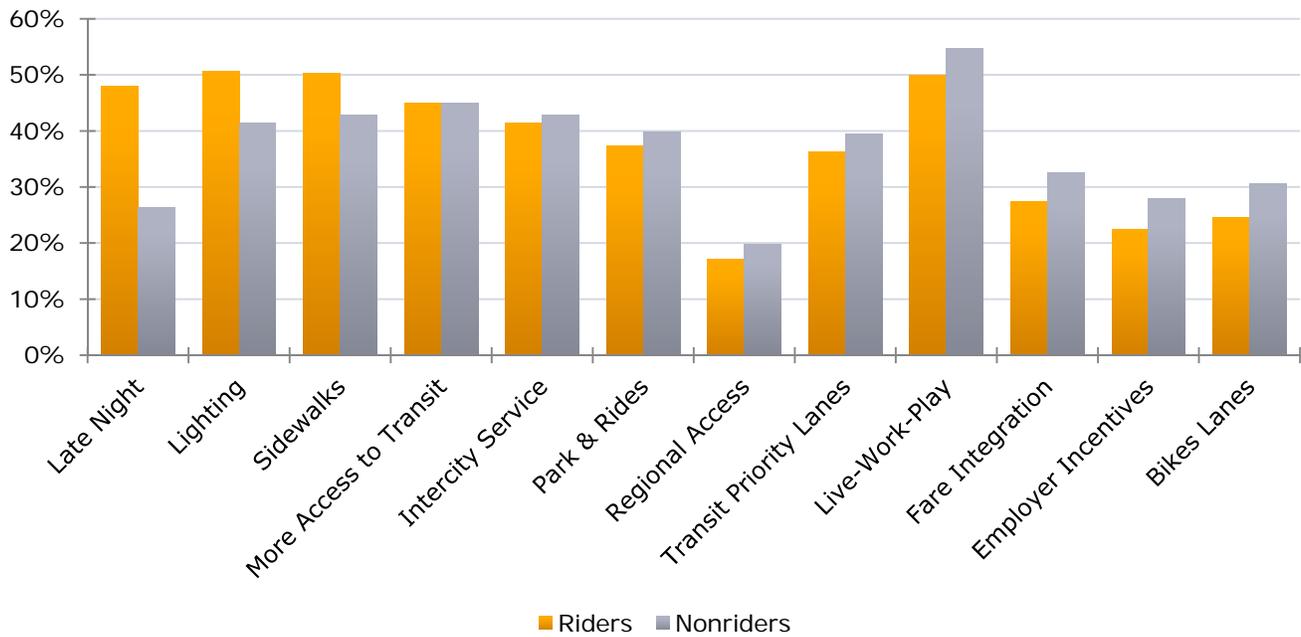
Figure 3.22 Make Transit Work by Location



### Make Transit Work by Ridership

“All the time” and “sometimes” riders were more likely to select late night service, sidewalks, and lighting; “never” riders selected bike lanes and employer incentives more frequently (Figure 3.23). Both riders and nonriders placed equal emphasis on having more access to transit. In total, 2,984 respondents answering this question gave their ridership frequency (41 percent of respondents).

Figure 3.23 Make Transit Work by Ridership



#### Comments on Making Transit Work

Sample comments regarding the idea of “Live-Work-Play”, park & ride facilities, and Late Night service are included below. These comments were collected from responses to open-ended questions and thus are not included in the crosstabs analysis; however, they represent comments suggesting potential investments in VIA services and facilities.

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*“Establish improved Park and Ride Centers with adequate parking and enclosed inside areas for passengers. Provide security personnel and/or video camera security service as needed.”*

*“Improve current Park and Ride services to the ATT Center during NBA Spurs Basketball. The current system is not adequate, requiring passengers to walk too far from drop-off point to the ATT Center.”*

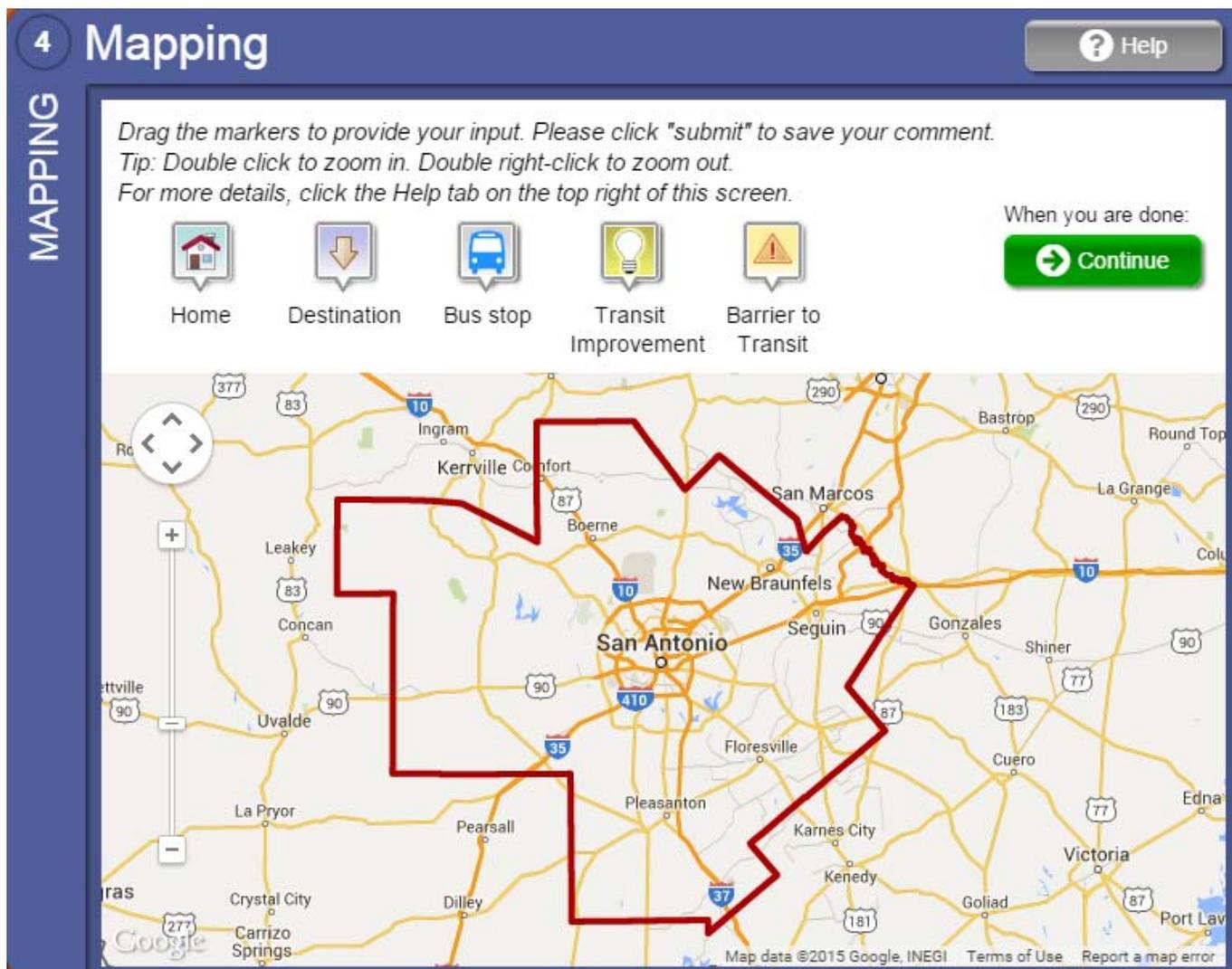
*“I live four miles from downtown, but in order to use VIA for a downtown event, including SA Spurs and other Coliseum events, I would need to drive away from my home area to a park and ride location away from downtown because bus service is not convenient and buses often shut down before events end.”*

---

### 3.4 Map-Based Survey Findings

The survey displayed a map of the Greater San Antonio Region (Figure 3.24), on which respondents could comment on a specific geographic location by placing markers. Respondents could place markers representing their home, destination, or bus stop where they take public transit or would like to in the future. They also could use the “Transit Improvement” marker to provide a recommended enhancement or transit solution at a location, or use the “Barrier to Transit” marker to comment on problems or concerns at a location.

Figure 3.24 Map-Based Survey Section



More than 6,600 markers or icons were placed on the map by respondents, with 3,800 comments received related to these locations. The maps and comments are available online and can be accessed at <http://arcg.is/1NcJhAE>.

### *Map-Based Comment Locations*

The maps below show the locations of where respondents placed markers and icons when making their comments (Figure 3.25 and Figure 3.26). More than 1,100 respondents used markers or icons to identify areas for transit improvement, and more than 900 provided comments. In general, most map-based comments were located in central and northern Bexar County, within a triangle formed by downtown San Antonio, San Antonio International Airport, and the South Texas Medical Center activity center. Nearly one-quarter of comments requesting new routes were located along the north-south San Pedro corridor between downtown San Antonio and the Airport region, with many requesting rail service in this area. Other comments requested LRT, Primo/BRT, or high-frequency routes linking neighborhoods, amenities, or outlying communities. A full list of comments can be found in Appendix B.

Figure 3.25 Locations of Comments Regarding Stops and Routes

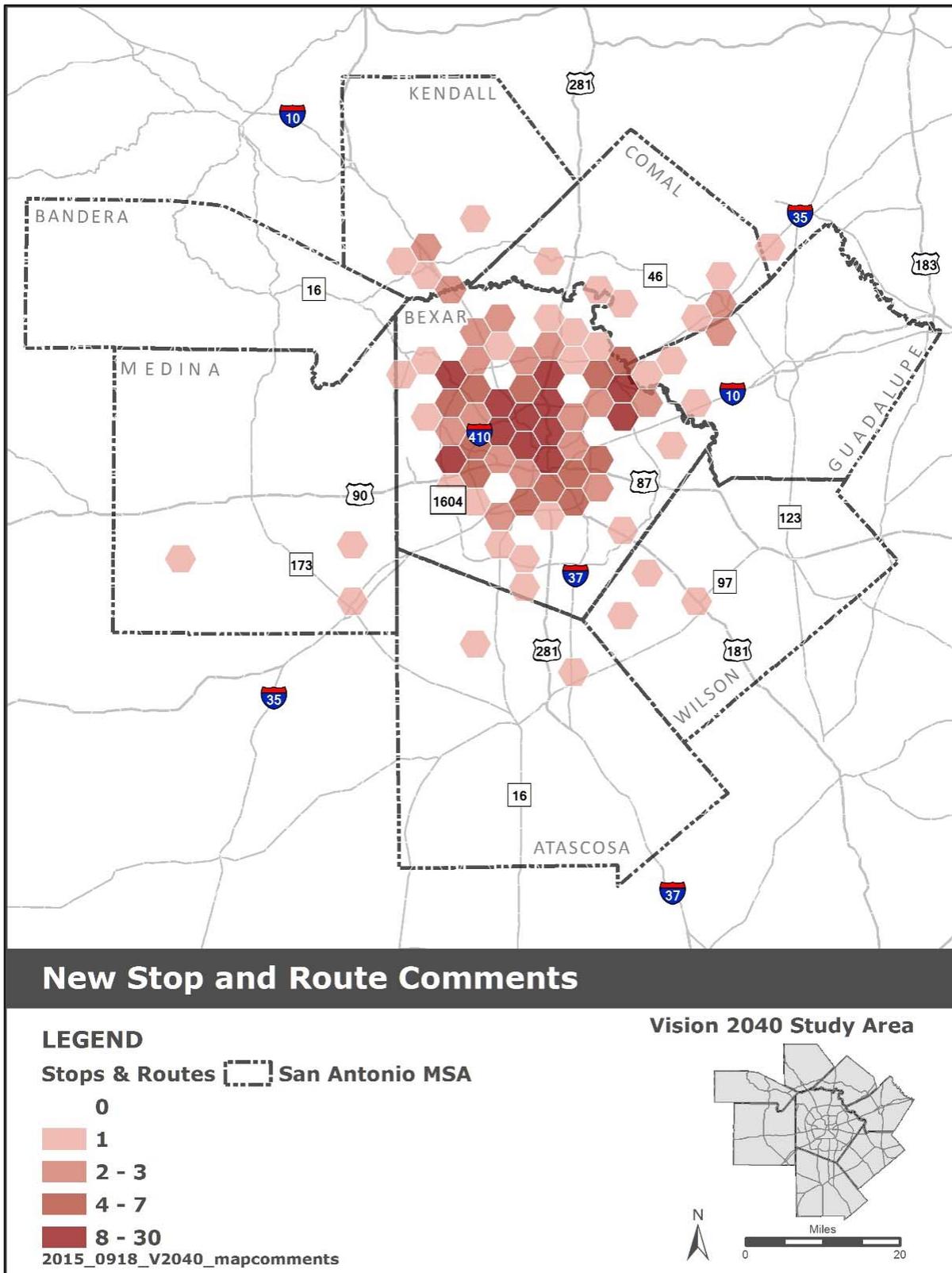
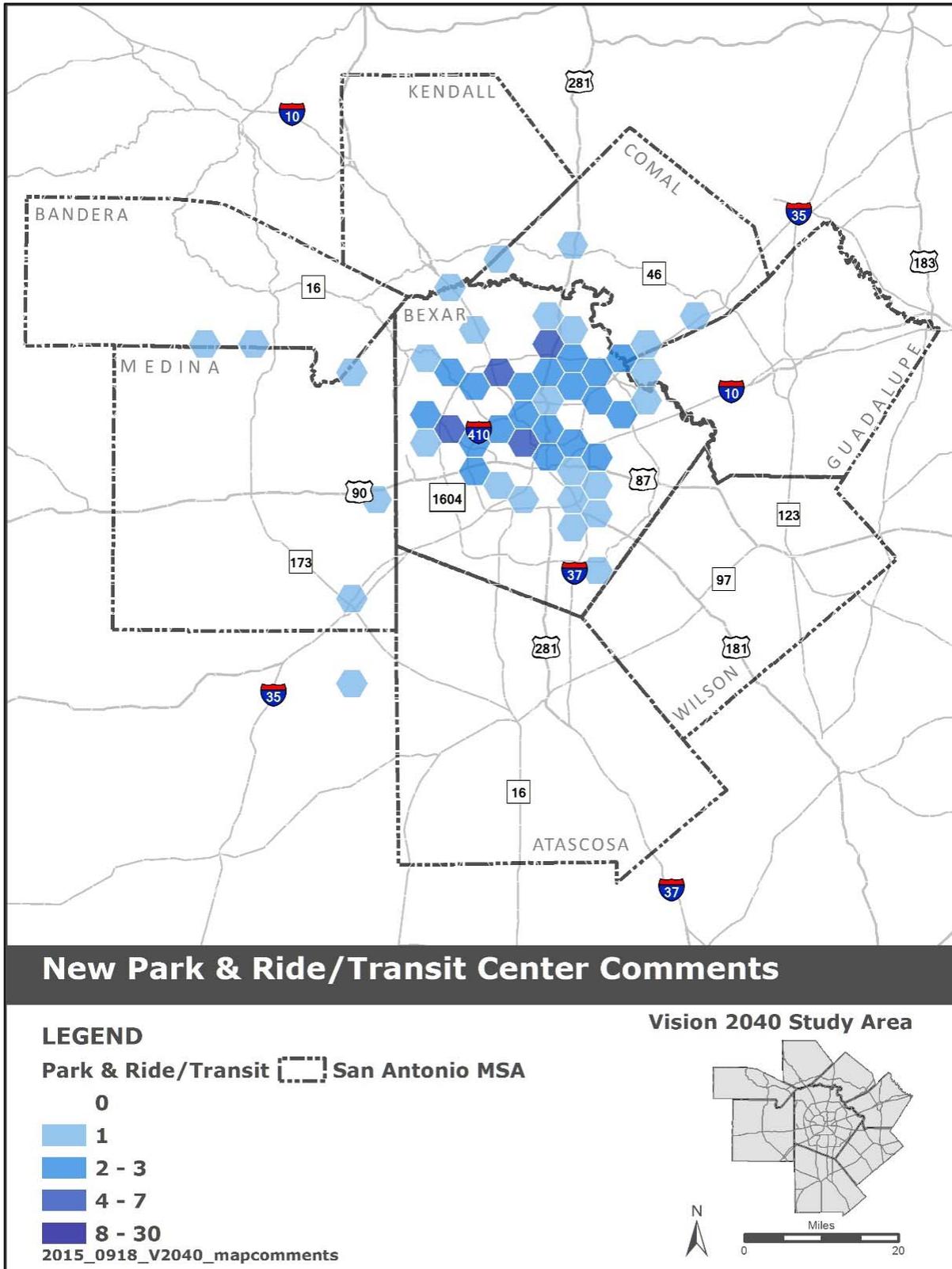


Figure 3.26 Locations of Comments Regarding Park & Ride and Transit



### Comments on Transit improvement

The majority of the comments were about bus route planning; they suggested adding, extending, or modifying bus routes, or adding stops in specific locations. Other comments made suggestions regarding new transit facilities (park & ride and shelters), extended hours of operation, and improving reliability.

Comments regarding park & ride lots were often located in areas that already have planned park & ride service; however, some comments reflected desire for improvements at existing park & ride facilities. These comments were often located along major highways, further from the center of San Antonio.

### Comments on Barriers to Transit

Nearly 600 respondents used markers and 500 commented. Like the transit improvement comments, a majority of the comments marked a need of bus routes or bus stops at certain areas. Other major issues mentioned were inadequate or disconnected sidewalks and a lack of bike lanes. Respondents commented that lack of amenities and the presence of safety issues need immediate attention. In general, comments collected on the map echoed the major issues in previous sections: frequency, reliability, and safety, with a desire for expansion of high-quality transit service.

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## 4.0 Local and Regional Coordination with Partner Agencies

VIA conducted a coordinated outreach program to involve local and regional agencies in the Vision 2040 planning process. VIA contacted and held meetings with local and regional municipalities and agencies, and held presentations or operated information booths at local events. These meetings allowed the Vision 2040 community survey to be distributed to a wider audience, and solicited feedback on present and future VIA services.

### 4.1 Coordination with Local Governments

In the spring and summer of 2015, VIA conducted meetings with planning or municipal staff at municipalities around the Greater San Antonio Region (Table 4.1). This section provides a brief summary of each meeting.

Table 4.1 VIA Vision 2040 Coordination with Local Governments

Municipality	Date	Attendees
Charlotte	3/02/2015	1 (Charlotte), 2 (VIA staff)
Jourdanton-Pleasanton	3/02/2015	1 (Jourdanton), 1 (Pleasanton), 2(VIA staff)
Bulverde	3/06/2015	1 (Bulverde), 2 (VIA staff)
Boerne	3/17/2015	3 (Boerne), 2 (VIA staff)
Fair Oaks	3/17/2015	1 (Fair Oaks), 2 (VIA staff)
Cibolo	3/20/2015	4 (Cibolo), 2 (VIA staff)
Helotes	3/26/2015	2 (Helotes), 2 (VIA staff)
Leon Valley	3/26/2015	3 (Leon Valley), 2 (VIA staff)
Garden Ridge	3/30/2015	1 (Garden Ridge), 2 (VIA staff)
New Berlin	3/30/2015	2 (New Berlin), 2 (VIA staff)
Bandera	3/31/2015	1 (Bandera), 3 (VIA staff)
Seguin	3/31/2015	1 (Seguin), 3 (VIA staff)
Hill Country Village	4/07/2015	1 (Hill Country Village), 2 (VIA staff)
Olmos Park	4/07/2015	1 (Olmos Park), 2 (VIA staff)
Terrell Hills	4/07/2015	2 (Terrell Hills), 2 (VIA staff)

Municipality	Date	Attendees
Schertz	4/09/2015	1 (Schertz), 3 (VIA staff)
Alamo Heights ISD	4/16/2015	1 (Alamo Heights ISD), 2 (VIA staff)
Castroville	4/21/2015	1 (Castroville), 3 (VIA staff)
Hondo	4/21/2015	1 (Hondo), 3 (VIA staff)
New Braunfels	4/23/2015	1 (New Braunfels), 2 (VIA staff)
Alamo Heights	6/05/2015	1 (Alamo Heights), 2 (VIA staff)
Balcones Heights	6/05/2015	2 (Balcones Heights), 2 (VIA staff)
Castle Hills	6/05/2015	2 (Castle Hills), 2 (VIA staff)
China Grove	6/12/2015	1 (China Grove), 2 (VIA staff)
Stockdale	6/12/2015	1 (Stockdale), 2 (VIA staff)
Floresville	6/19/2015	1 (Floresville), 2 (VIA staff)
La Vernia	6/19/2015	1 (La Vernia), 2 (VIA staff)
Converse	8/13/2015	1 (Converse), 2 (VIA staff)
Universal City	8/13/2015	2 (Universal City), 2 (VIA staff)
Kirby	8/13/2015	2 (Kirby), 2 (VIA staff)
Live Oak	9/02/2015	2 (Live Oak), 2 (VIA staff)
Selma	9/02/2015	1 (Selma), 2 (VIA staff)
Windcrest	9/02/2015	2 (Windcrest), 2 (VIA staff)

### *Charlotte*

On March 2, 2015, VIA staff met with a representative from the City of Charlotte. VIA staff shared information about the agency and the Vision 2040 process. City of Charlotte staff said that the survey instrument could be advertised on the water bill, and that residents may be interested in vanpool service to augment Alamo Area Council of Governments' (AACOG) demand-response service.

### *Jourdanton-Pleasanton*

On March 2, 2015, VIA staff met with representatives from the City of Jourdanton and City of Pleasanton. VIA staff shared information about the agency and the Vision 2040 process. Local staff mentioned some effective local media outlets. Local residents frequently use demand-response service and the HWY 16 carpool lot. The area has sufficient density and activity to warrant peak-hour service connecting residents to medical facilities, the regional airport, shopping, and educational destinations.

### *Bulverde*

On March 6, 2015, VIA staff met with the City Manager from Bulverde. VIA staff shared information about the agency and the Vision 2040 process. The City Manager stated that two recent planning initiatives had been successful: a downtown vision plan and a transportation plan. The Manager

offered the City's website, Facebook page, local newspaper, and email list as avenues for advertising. He stated that demand-response services are popular, but the vanpool is relatively unknown.

### *Boerne*

On March 17, 2015, VIA staff met with staff from Boerne. VIA staff shared information about the agency and the Vision 2040 process. Boerne staff offered their Facebook page for advertising. Boerne staff discussed new highway projects and how these might compete with transit. They mentioned that in-town retailers provide some form of transit to their employees, and that school districts do not provide busing to some students that are near the schools, both of which show some demand for transit. A park & ride lot to access the airport or Spurs games might be popular. Boerne staff requested information on facility design for park & ride lots in order to consider them in their planning process.

### *Fair Oaks*

On March 17, 2015, VIA staff met with staff from Fair Oaks. VIA staff shared information about the agency and the Vision 2040 process. Fair Oaks staff shared some outreach opportunities that may be useful. The staff also mentioned that while the community is growing, they believe residents see very little demand for transit service. However, staff liked the idea of a park & ride lot at I-10 and Dietz Elkhorn Road.

### *Cibolo*

On March 20, 2015, VIA staff met with staff from Cibolo. VIA staff shared information about the agency and the Vision 2040 process. The group discussed meeting with members from Lone Star Rail, Rackspace, and Randolph Air Force Base as well. Cibolo is in the urbanized area and receives VIA demand-response service already. Cibolo staff mentioned that they are undergoing a master plan update, which will include a transit section and public involvement component. The community is concerned about congestion along I-35 and interested in regional rail and park & ride projects. Most residents do not work within the city itself, but commute to other areas.

### *Helotes*

On March 26, 2015, VIA staff met with staff from Helotes. VIA staff shared information about the agency and the Vision 2040 process. Helotes staff mentioned the demographics in their City created a need for VIA service, especially demand-response service. Helotes staff mentioned that their local sales tax is likely to be maxed out soon, and thus a dedicated portion of the general fund could be used for funding.

### *Leon Valley*

On March 26, 2015, VIA staff met with staff from Leon Valley. VIA staff shared information about the agency and the Vision 2040 process. Leon Valley staff shared some outreach opportunities that may be useful for advertising. Leon Valley staff also noted the area's efforts to put a park & ride at the end of the Primo line.

### *Garden Ridge*

On March 30, 2015, VIA staff met with staff from Garden Ridge. VIA staff shared information about the agency and the Vision 2040 process. Garden Ridge staff noted that they do not see a need for VIA service, nor do they have any available sales tax to use to fund it. There is some use of demand-response service and VIA vanpool. Garden Ridge staff noted the local anticipation of Lone Star Rail, that local residents travel to New Braunfels to avoid the congestion around San Antonio's urban core; and that the area is likely to see significant growth in the next 40 or 50 years.

### *New Berlin*

On March 30, 2015, VIA staff met with staff from New Berlin. VIA staff shared information about the agency and the Vision 2040 process. New Berlin staff noted that their Town's average age is decreasing, and that many farms are being subdivided into developments. Staff were not familiar with demand-response or vanpool service. Most residents travel to Seguin and La Vernia for amenities and services.

### *Bandera*

On March 31, 2015, VIA staff met with staff from Bandera. VIA staff shared information about the agency and the Vision 2040 process. City staff shared some advertisement opportunities and recommended VIA produce a paper version of the survey for the elderly community. While the staff noted Bandera's growth has slowed, the aging population may be interested in an infrequent fixed route connecting to major destinations, such as the South Texas Medical Center. Links between the VIA vanpool program and the AACOG rural transit may also be a good option.

### *Seguin*

On March 31, 2015, VIA staff met with staff from Seguin. VIA staff shared information about the agency and the Vision 2040 process. City staff shared advertisement opportunities for the survey and overall engagement. Currently, the City does not have enough housing supply and, with an oversupply of water, is an attractive area for industry to locate. The City would be interested in learning more about vanpool, especially for Tyson Foods employees, and feels a fixed route transit line has support from the community and is seen as a good investment.

### *Hill Country Village*

On April 7, 2015, VIA staff met with staff from Hill Country Village. VIA staff shared information about the agency and the Vision 2040 process. City staff shared some advertisement opportunities, but noted that there is limited use of VIA services in the City. City staff noted that church had attempted to site a VIAtrans stop inside the City, but was not allowed.

### *Olmos Park*

On April 7, 2015, VIA staff met with staff from Hill Country Village. VIA staff shared information about the agency and the Vision 2040 process. City staff shared advertisement opportunities for the survey.

### *Terrell Hills*

On April 7, 2015, VIA staff met with staff from Terrell Hills. VIA staff shared information about the agency and the Vision 2040 process. City staff noted that 26 people use VIAtrans services. City staff noted advertisement opportunities for the VIA survey.

### *Schertz*

On April 9, 2015, VIA staff met with staff from Schertz. VIA staff shared information about the agency and the Vision 2040 process. City staff shared advertisement opportunities for the survey. The City is familiar with VIA vanpool but would be interested in a study to see how the program can be expanded. They also noted that many are commuting to Schertz from outside the area and that the transportation needs are not all focused on I-35. With the future Lone Star Rail station and extension of Wiederstein Rd, there will be a demand for carsharing and fixed routes tied into the stations.

### *Alamo Heights Independent School District*

On April 16, 2015, VIA staff met with staff from the Alamo Heights Independent School District (ISD). VIA staff shared information about the agency and the Vision 2040 process. Alamo Heights ISD staff noted that the agency has a fleet of 26 buses and does not serve students that live within two miles of a school.

### *Castroville*

On April 21, 2015, VIA staff met with staff from Castroville. VIA staff shared information about the agency and the Vision 2040 process. City staff shared advertisement opportunities for the survey. The City noted that the area is growing with increasing development. They are hoping to investigate alternative transportation options and also noted that a park & ride near Highway 90 might be a good solution for residents and commuters.

### *Hondo*

On April 21, 2015, VIA staff met with staff from Hondo. VIA staff shared information about the agency and the Vision 2040 process. City staff shared advertisement opportunities for the survey. The City noted that Hondo is experiencing unprecedented growth and there are many employees commuting from Bexar County. The ART Rural Demand Response services are used often and there are a number of households with no vehicle access. Both groups discussed vanpool opportunities, especially with employees in the school districts.

### *New Braunfels*

On April 23, 2015, VIA staff met with staff from New Braunfels. VIA staff shared information about the agency and the Vision 2040 process. City staff shared some advertisement opportunities. Public

transportation was noted as the top item of concern for New Braunfels residents and that there is interest in transitioning to a fixed route transit system.

### *Alamo Heights*

On June 5, 2015, VIA staff met with staff from Alamo Heights. VIA staff shared information about the agency and the Vision 2040 process. City staff noted that regional integration is important, and that connecting military bases and northeaster suburbs are an important opportunity. City staff noted that Washington, D.C. does a good job of linking commuter buses to the rail system, but it is important to keep costs reasonable. City staff noted advertisement opportunities for the VIA survey.

### *Balcones Heights*

On June 5, 2015, VIA staff met with staff from Balcones Heights. VIA staff shared information about the agency and the Vision 2040 process. City staff noted that Balcones Heights could serve as a transit hub with the density to support high-capacity transit services. Both groups noted the importance of connecting Austin and San Antonio in order to attract a workforce and employers. City staff noted the benefits of repurposing old rail lines for dedicated busways; and offered support, meeting space, and advertisement opportunities for the VIA survey. City staff noted sidewalk infrastructure improvement projects and transit-oriented development projects (including around the Crossroads Park & Ride), which are ongoing.

### *Castle Hills*

On June 5, 2015, VIA staff met with staff from Castle Hills. VIA staff shared information about the agency and the Vision 2040 process. City staff noted that the City has limited growth opportunities and, thus, demand for services was not likely to increase. City staff stated that an upcoming election would allow residents to decide whether local funding should go towards VIA or local infrastructure. Staff noted that most of the users of VIAtrans had been displaced following a fire. Staff noted that they appreciated the current VIA route passing through their commercial district, and that they were pleased that VIA was no longer focused on just a small segment of the downtown area (streetcar).

### *China Grove*

On June 12, 2015, VIA staff met with staff from China Grove. VIA staff shared information about the agency and the Vision 2040 process. City staff noted that several undeveloped tracts of land could increase transit demand in the future. Staff noted advertisement opportunities for the VIA survey.

### *Stockdale*

On June 12, 2015, VIA staff met with staff from Stockdale. VIA staff shared information about the agency and the Vision 2040 process. City staff noted that their population had increased rapidly recently, and suggested that an express service linking New Braunfels and San Antonio could be useful. City staff also mentioned the "park and pool" lots where vanpool services are accessed. City staff stated that they would share the VIA survey with residents.

### *Floresville*

On June 19, 2015, VIA staff met with staff from Floresville. VIA staff shared information about the agency and the Vision 2040 process. City staff noted their role as county seat and were excited to take part in the regional planning process. City staff was not aware of VIA vanpool services. City staff noted the “park and pool” lot used by the community. City staff noted new infrastructure ordinances and expressed a desire to become more walkable. City staff requested hard copies of the survey and noted advertisement opportunities.

### *La Vernia*

On June 19, 2015, VIA staff met with staff from La Vernia. VIA staff shared information about the agency and the Vision 2040 process. City staff was unaware of demand-response or vanpool service in the City. City staff noted that most La Vernia employees were residents of San Antonio, and that most La Vernia residents worked in San Antonio. City staff noted advertisement opportunities for the survey.

### *Converse*

On August 13, 2015, VIA staff met with the City Manager from Converse. VIA staff shared information about the agency and the Vision 2040 process. The City Manager shared that Converse is growing at a steady rate, with about 20 percent of the City’s buildable land area open for development. The City has very low density and high access to highways, with very few sidewalks. There is a new affordable housing complex which has increased bus use. The Manager offered support for future transit pilot programs and offered to post announcements on the town webpage and water bill.

### *Universal City*

On August 13, 2015, VIA staff met with staff from Universal City. VIA staff shared information about the agency and the Vision 2040 process. City staff shared information about services available to seniors through the Greater Randolph Area Service Providers (GRASP). Staff mentioned the need for bus service connecting to Lakeview College, and recommended that VIA pursue alternate funding strategies for inclusion of new municipalities as many have reached their sales tax cap. Staff noted that the community had voted to be in the VIA service area, but dropped out due to low ridership, roadway impacts, and environmental impacts. Staff noted that the community might be more receptive to vehicles appropriate for the size of their community. Staff was unaware of vanpool service but were interested. Staff recommended that VIA present information to the Northeast Partnership, which includes members from Schertz.

### *Kirby*

On July 2, 2015, VIA staff met with officials and staff from Kirby. VIA staff shared information about the agency and the Vision 2040 process. Kirby staff mentioned that outreach was one of the key ideas from the VTAC workshop, and that Kirby residents do not know about the services available to them. Kirby staff noted the transportation projects active in the City, such as roadway reconstruction and hike/bike trails, which could be linked with transit projects. City official shared that VIA is unlikely to get significant ridership from commuters in suburban areas, but that VIAtrans would be used

significantly, as well as services for low-income individuals. It was noted that VIA vehicles cause damage to roads. VIA was invited to present at the senior center.

### *Live Oak*

On July 2, 2015, VIA staff met with officials and staff from Live Oak. VIA staff shared information about the agency and the Vision 2040 process. City staff noted that they opted out of VIA's service area in order to allocate resources to economic development. Staff noted that residents were able to walk to VIA stops outside the city limits. Staff noted that a different funding mechanism, such as a per capita expense (like the mechanism used to fund EMS service in the town) might encourage residents to vote to join the VIA service area. Staff noted that the City is mostly composed of single family homes, with few lots available for multifamily housing. Staff offered to post information on their website and Facebook page.

### *Selma*

On July 2, 2015, VIA staff met with staff from Selma. VIA staff shared information about the agency and the Vision 2040 process. Selma staff noted that their community used AACOG's veteran ride services and GRASP's services to provide transit for the disabled. Selma opted out of the transit sales tax in 1994 and 2004. The city is largely associated with the military. Some new multifamily housing and commercial facilities are expected. The City expressed interest in VIAtrans and express service.

### *Windcrest*

On July 2, 2015, VIA staff met with staff from Windcrest. VIA staff shared information about the agency and the Vision 2040 process. Windcrest staff noted that the City had industrial areas and that Rackspace is a major anchor tenant. There is one area that has an opportunity for multifamily housing. The City has more employees than residents. The City is concerned about planned changes to the Thousand Oaks ramps off I-35 and discussed potential transit solutions regarding that access point, a parking deck, and the nearby Hero's stadium.

## 4.2 Coordination with Partner Agencies

In July 2015, VIA staff met with staff from key agencies and stakeholders in the area (Table 4.2). Each meeting is summarized below.

Table 4.2 VIA Vision 2040 Coordination with Partner Agencies

Agency	Date	Attendees
Alamo Area Metropolitan Planning Organization (AAMPO)	7/16/2015	5 (AAMPO), 2 (VIA staff)
Texas Department of Transportation (TxDOT)	7/24/2015	4 (TxDOT and ATD), 2 (VIA staff)
City of San Antonio (CoSA) Transportation and Capital Improvements (TCI)	7/24/2015	7 (CoSA and ATD), 2 (VIA staff)
Lone Star Rail District	7/24/2015	1 (LSRD), 2 (VIA staff)
City of San Antonio (CoSA) Planning, Sustainability, and Metro Health	7/31/2015	8 (CoSA), 3 (VIA staff)

### *Alamo Area Metropolitan Planning Organization*

On July 16, 2015, VIA staff met with members of the Alamo Area Metropolitan Planning Organization (AAMPO). VIA staff gave a presentation overviewing the results of the needs assessment, and solicited feedback on the both the process results leading to Phase 1.

Key feedback included:

- New Braunfels, Seguin, and Boerne all need circulator service;
- I-10 will possibly have dedicated transit lanes, and should be considered as an alternative to Highway 78 during route planning;
- The term “dedicated guideway” may not resonate with the public;
- Care should be taken to show how the proposed scenarios connect key activity centers;
- The tradeoffs between scenarios should be clearly illustrated; and
- Connections to SA Tomorrow should be clearly shown.

### *TxDOT*

On July 24, 2015, VIA staff met with members of the Texas Department of Transportation (TxDOT). VIA staff gave a presentation overviewing the results of the needs assessment, and solicited feedback on the both the process results leading to Phase 1. The group also discussed the need to identify activity centers at differing scales.

Key feedback included:

- The presentation style was appropriate for audiences regardless of their knowledge of transit planning;
- I-10 will possibly have dedicated transit lanes, and should be considered as an alternative to Highway 78 during route planning;
- Connections to New Braunfels and Seguin are of regional importance;

- The Kerrville Rail corridor (currently vacated) could provide transit options in the future; and
- VIA should connect with AACOG Alamo Regional Transit on the Regionally Coordinated Public Transportation Plan.

### *City of San Antonio Transportation and Capital Improvements*

On July 24, 2015, VIA staff met with members of City of San Antonio (CoSA) Transportation and Capital Improvements (TCI) committee. VIA staff gave a presentation overviewing the results of the needs assessment, and solicited feedback on the both the process results leading to Phase 1.

Key feedback included:

- The difference between 10-, 12-, and 15-minute headways should be considered and discussed.
- Growth in Northeast San Antonio will have substantial implications on the City's congestion; transit could provide some relief.
- The SA Tomorrow survey corroborated the Vision 2040 community survey results with regard to support for rail service. The Vision 2040 community survey results should be examined to find differences between users and nonusers of VIA services.
- The Kerrville corridor could provide an opportunity for a low-cost implementation of a rail line.
- The Bandera corridor is over-capacity and should be examined.
- Differing levels of dedicated guideway, such as peak-hour transit priority lanes, should be discussed.

### *Lone Star Rail District*

On July 24, 2015, VIA staff met with members of the Lone Star Rail District. VIA staff gave a presentation overviewing the results of the needs assessment. The group discussed coordination between land use and transportation planning. CoSA staff stressed the need for walkable neighborhoods. The group discussed how to connect suburban communities to the airport. The group discussed the difficulties with expanding the service area given the expansion in the urbanized area. Staff suggested getting communities to commit to funding capital projects or service delivery.

The group discussed negotiations with Union Pacific regarding the transition of some trackage to the Lone Star Rail project, and the opportunities to use the Kerrville and Rockport rail lines for VIA transit service. The group agreed to discuss station areas in greater detail, and CoSA recommended use of a real estate economist.

### *City of San Antonio Planning, Sustainability and Metro Health*

On July 31, 2015, VIA staff met with members of the CoSA Department of Planning, Sustainability and Metro Health. VIA staff gave a presentation overviewing the results of the needs assessment, and solicited feedback on the both the process results leading to Phase 1.

Key feedback included:

- The schedules of VIA's Vision 2040 Long Range Plan and CoSA's SA Tomorrow planning initiatives coincide very well.
- VIA should reconsider the "tightly defined" geography of the downtown activity center area.
- Survey results from the Vision 2040 community survey, especially those between users and nonusers of transit, should be carefully considered. Safety is a key concern for current nonriders.
- Transit implications of community growth approaches from SA Tomorrow should be considered in the process.

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# A. Survey Marketing Materials

Figure A.1 Bus Flyer

**VIA VISION 2040**

CREATING **TOMORROW'S**  
TRANSPORTATION  
**CHOICES**  
TOGETHER

**CHOICES** **ECO-FRIENDLY** **GREEN**  
**ACCESS** **GROWTH**

As we start the Vision 2040 process,  
please tell us what is important to you!

Take our short, interactive  
survey now at  
**Vision2040Survey.com**

Please complete the survey by  
**July 4, 2015**

More information @ VIAVision2040.com

#VIAVision

**VIA VISION 2040**

CREANDO LAS OPCIONES  
DE TRANSPORTE  
**DEL FUTURO**  
**JUNTOS**

**OPCIONES** **COMPATIBLE CON EL MEDIO AMBIENTE** **ECOLÓGICAMENTE VERDE**  
**ACCESO** **CRECIMIENTO**

¡Para empezar el proceso de Vision 2040,  
POR FAVOR DÍGANOS LO QUE  
ES IMPORTANTE PARA TI!

Tome nuestra encuesta interactiva  
ahora mismo en  
**Vision2040Survey.com**

Favor de completar la encuesta antes  
**del 4 de julio, 2015**

Para más información @ Vision2040Survey.com

#VIAVision

Figure A.2 Interior Bus Cards

**As we start the Vision 2040 process, PLEASE TELL US WHAT IS IMPORTANT TO YOU!**

**CHOICES** **ACCESS** **ECO-FRIENDLY** **GREEN**

**¡Para empezar el proceso de Vision 2040, POR FAVOR DÍGANOS LO QUE ES IMPORTANTE PARA TI!**

**OPCIONES** **ACCESO** **COMPATIBLE CON EL MEDIO AMBIENTE** **ECOLÓGICAMENTE VERDE**

Scan to access survey  
Escanea para tomar la encuesta

#VIAVision

**Take our short, interactive survey now at [Vision2040Survey.com](http://Vision2040Survey.com)**

**Please complete the survey by July 4, 2015.**

**Tome nuestra encuesta interactiva ahora mismo en [Vision2040Survey.com](http://Vision2040Survey.com)**

**Favor de completar la encuesta antes del 4 de julio, 2015.**

**CREATING TOMORROW'S TRANSPORTATION CHOICES TOGETHER**

**CREANDO LAS OPCIONES DE TRANSPORTE DEL FUTURO JUNTOS**

Figure A.3 Bus Wraps



Figure A.4 Informational Center Banner



Figure A.5 Promotional Fan



Figure A.6 Vision 2040 Brochure

# Long Range PLAN

**How our efforts are interconnected**

- The Comprehensive Plan** - how would you like the city to look in 25 years?
- The Sustainability Plan** - how will we manage economic, environmental, and social resources?
- The Multimodal Transportation Plan** - how will we get around the city in 2040?
- Vision 2040** - what public transportation choices will be available in our region?

Land Use and zoning regulations relate to buildings and their form, which relate to the pedestrian environment. Pedestrians use transit services, which travel along city streets with cars and other traffic. Active transportation choices such as walking and biking promote health, while features such as low energy street lights and trees contribute to a more sustainable environment.

# Long Range PLAN

**Get Involved**

The success of this important project depends on the level of engagement from the community. Throughout the process there will be opportunities to get involved, attend meetings and provide your comments. Please share what you learned with friends and encourage them to get involved as well.

#VIAvision

**How we use our Built Environment**

**CREATING TOMORROW'S TRANSPORTATION CHOICES TOGETHER**

Vision 2040 is a community-driven process to update VIA's Long Range Plan through the year 2040.

Join us for this unique opportunity to work together toward envisioning a future with more transportation choices and better connections to jobs, vibrant neighborhoods and entertainment. By 2040, there will be more than 1 million additional residents living in the greater San Antonio region. It is up to all of us to determine how we want that growth to look.

[VIAvision2040.com](http://VIAvision2040.com)

**210-299-5929**

Request a group presentation or ask questions

[VIAvision2040.com](http://VIAvision2040.com)

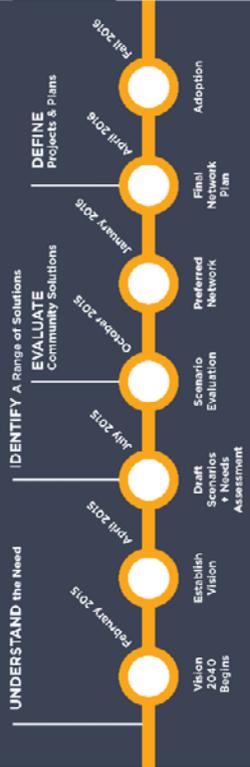
Learn about the project, get the latest news, provide comments and subscribe to updates.

# Long Range PLAN

## Why Plan?

Vision 2040 establishes a transit plan for the next 25 years. Vision 2040 will investigate the impact of growth in our region, engage our community in conversation about appropriate transit solutions, and identify short- and long-term projects that meet the objectives of the 2040 transit vision.

## Vision 2040 Key Milestones



## Understanding the Need

Our region is growing and will face significant travel challenges in the future. Vision 2040 will identify areas of opportunity where transit can play an increased role in supporting our transportation system.

## Identifying a Range of Solutions

Vision 2040 will identify a range of transit solutions to serve our region's busiest and most vibrant areas of activity, employment and housing. The plan will research various modes of transportation, and develop system alternatives to understand how transit could impact our region.

## Evaluating Community Solutions

By engaging the community, Vision 2040 will work to evaluate all alternatives and identify a preferred system plan that meets the transit needs of today and tomorrow. The preferred system plan could result in a mix of high-capacity transit, express bus, skip-stop, circulator, and local bus services.

## Defining Projects & Plans

One significant outcome of Vision 2040 will be a set of projects and plans to be added to the existing capital plan, VIA SmartMove. VIA's short-term investments will be consistent with the vision and purpose identified throughout the process of Vision 2040.

## The Current Long Range Plan

In 2009, VIA developed a Long Range Plan that identified and prioritized seven high capacity corridors based on a variety of factors, including current and projected population. The Long Range Plan also helped in establishing several short-term transit needs, which VIA has been working to deliver through the SmartMove program.

## 2035 Long Range Plan



## Integration with Regional Efforts

VIA's Vision 2040 planning process will occur alongside other significant planning efforts by the City of San Antonio, Lone Star Regional Rail and Alamo Area Metropolitan Planning Organization. Developing these plans together ensures unprecendented synergies across all efforts for our region.



Figure A.7 Employee Survey Poster

**VIA Employees: Your input is important to the success of Vision 2040.**

For more information and to complete a survey, visit with us during one of these times.

CREATING TOMORROW'S  
TRANSPORTATION  
CHOICES  
TOGETHER



**Tuesday, June 30**

**10:00 AM - 3:00 PM**

Station Foreman Area

**10:30 AM - 11:30 AM**

Maintenance Breakroom

**5:00 PM - 6:00 PM**

Maintenance Breakroom

**8:30 PM - 9:00 PM**

Maintenance Breakroom

Employees who complete a survey will be entered in a random drawing for prizes.

**vision2040survey.com**



Figure A.8 Rivard Report Advertisement [3]

Sponsored by Via Metropolitan

[View this email in your browser](#)

# RIVARD REPORT

Urban. Independent. All About San Antonio.



**VIA VISION 2040**

CREATING TOMORROW'S  
TRANSPORTATION  
CHOICES  
TOGETHER

As we start the Vision 2040 process, please tell us what is important to you!

**CHOICES** **ECO-FRIENDLY** **GREEN**  
**ACCESS** **GROWTH**

**CLICK HERE TO TAKE OUR  
SHORT, INTERACTIVE SURVEY!**

**VIA VISION 2040**

Please complete the survey by July 4, 2015.

 #VIAVision

← → ↻ www.theivardreport.com



should be completed by March 2016. The three-and-a-half-mile trail, a \$4.1 million project, is an ...

17 JUN 7



BUSINESS & TECH | CITY PLANNING & DEVELOPMENT | GOV & POLITICS | SOCIAL ISSUES | UNCATEGORIZED

### Lighting Up Dark Fiber: San Antonio's Broadband Plan

One year after Councilmember Ron Nirenberg (D8) first proposed a municipal broadband strategy to City Council, the matter will come to a vote Thursday, providing newly-elected Mayor Ivy Taylor and her colleagues ...

17 JUN 10

1 2 3 ... 451 NEXT >

**ACCESS CHOICES GREEN**

Share your vision for tomorrow's transportation with the Vision 2040 survey!



Figure A.9 La Prensa Advertisement



**VIA VISION 2040**

# CREANDO LAS OPCIONES DE TRANSPORTE DEL FUTURO JUNTOS

¡Para empezar el proceso de Vision 2040, por favor díganos lo que es importante para usted!

**OPCIONES** (Iconos: autobús, bicicleta)

**COMPATIBLE CON EL MEDIO AMBIENTE** (Iconos: nube, bicicleta, planta)

**ECOLÓGICAMENTE VERDE**

**ACCESO** (Iconos: teléfono, silla de ruedas)

**CRECIMIENTO** (Iconos: grupo de personas, gráfico de barras)

Por favor tome nuestra encuesta interactiva ahora mismo en [Vision2040Survey.com](http://Vision2040Survey.com)

    Favor de completar la encuesta antes del 4 de julio, 2015. #VIAVision

Figure A.10 The Observer Advertisement



**VIA VISION 2040**

As we start the Vision 2040 process,  
**PLEASE TELL US WHAT IS IMPORTANT TO YOU!**

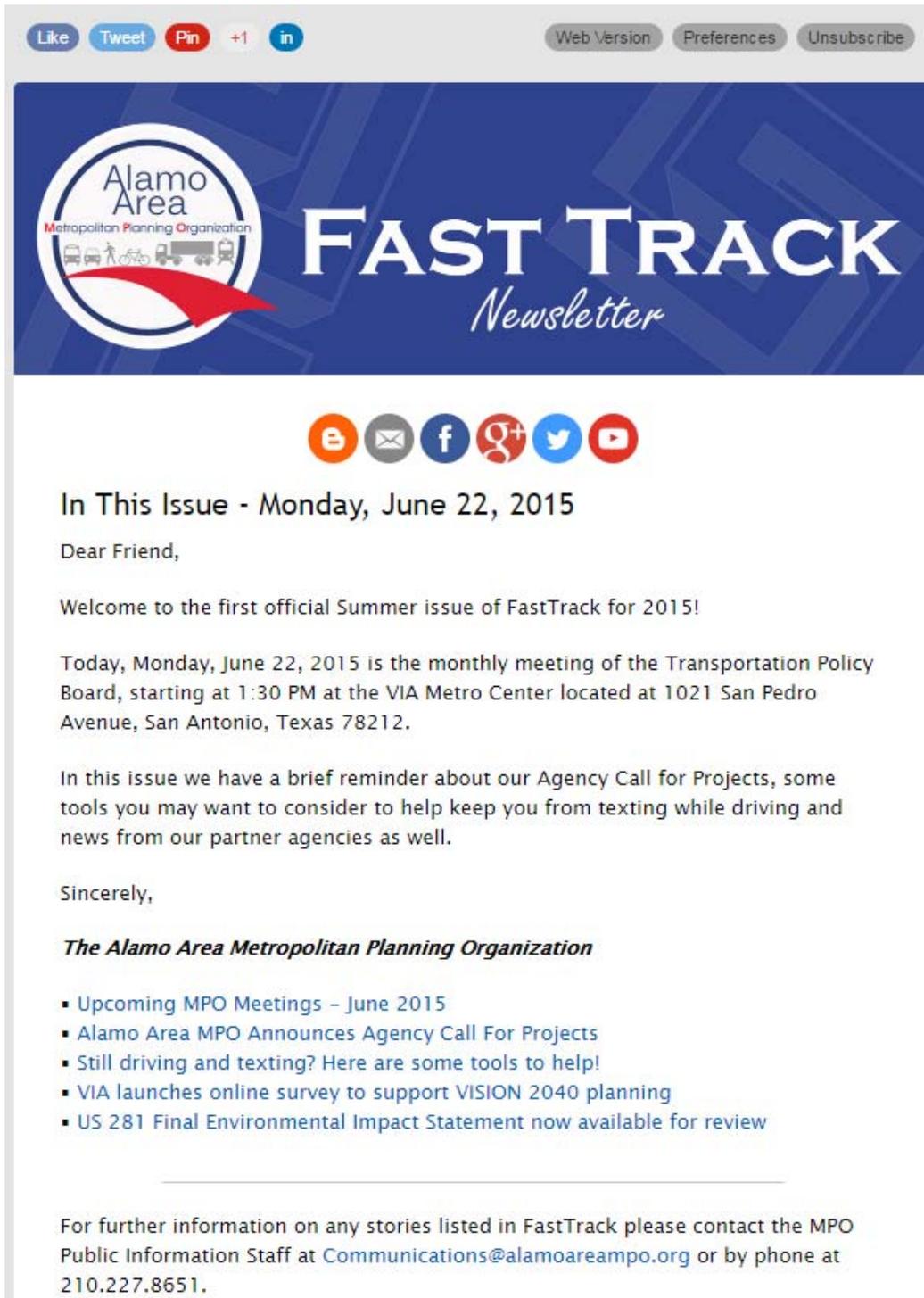
**CHOICES** (icons: bus, bicycle)  
**ECO-FRIENDLY** (icons: bicycle, leaf)  
**GREEN** (icons: tree, leaf)  
**ACCESS** (icons: smartphone, wheelchair)  
**GROWTH** (icons: people, bar chart)

**Take our short, interactive survey now at  
Vision2040Survey.com**

**Please complete the survey by July 4, 2015.**

**#VIAVision**    

Figure A.11 AAMPO Fast Track Newsletter



## Upcoming MPO Meetings - June 2015



*Check out V-News, our monthly video blog!*

All our meetings are open to the public and all agendas for our meetings are posted on our website, [www.alamoareampo.org](http://www.alamoareampo.org).

The [Transportation Policy Board](#) will meet on Monday, June 22, 2015 starting at 1:30 P.M. at the VIA Metro Center located at 1021 San Pedro Avenue, San Antonio, Texas 78212.

All meeting packets and agendas are provided on the calendar once posted.

For meeting notices and packets, [please click here to view our calendar](#).

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## Alamo Area MPO Announces Agency Call For Projects

The Alamo Area Metropolitan Planning Organization (MPO) has issued an agency call for Surface Transportation Program – Metropolitan Mobility (STP-MM) funded projects for the development of the FY 2017–2020 Transportation Improvement Program (TIP). It is anticipated the Call for Projects will have approximately \$100 Million in available funding to program.



*[Click here for more information on the 2015 STP-MM Call for Projects](#)*

[Read More >>](#)

[Back To Top](#)

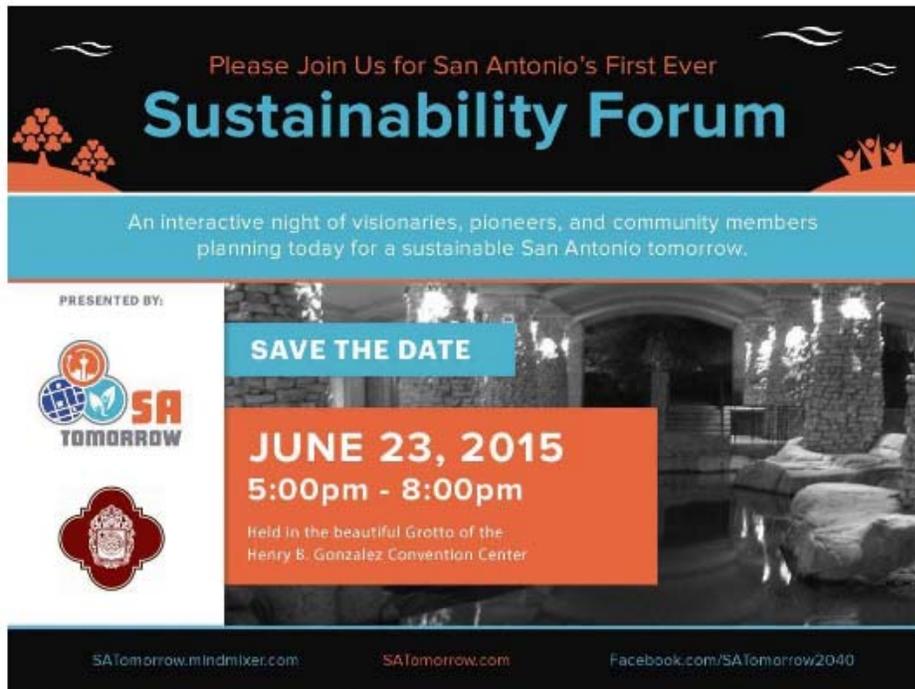
## Still driving and texting? Here are some tools to help!



Distracted driving, which includes distraction, driver inattention or cell-phone use, is becoming increasingly common and dangerous, causing traffic crashes and fatalities.

According to the Texas Department of Transportation, in 2013, there were 94,943 traffic crashes in Texas that involved distracted driving (distraction, driver inattention or cell-phone use).

[Read More >>](#)



Please Join Us for San Antonio's First Ever  
**Sustainability Forum**

An interactive night of visionaries, pioneers, and community members planning today for a sustainable San Antonio tomorrow.

PRESENTED BY:




**SAVE THE DATE**

**JUNE 23, 2015**  
**5:00pm - 8:00pm**

Held in the beautiful Grotto of the Henry B. Gonzalez Convention Center

[SATomorrow.mhdmixer.com](http://SATomorrow.mhdmixer.com)    
 [SATomorrow.com](http://SATomorrow.com)    
 [Facebook.com/SATomorrow2040](https://Facebook.com/SATomorrow2040)

Register by clicking on the above image

## VIA launches online survey to support VISION 2040 planning

VIA Metropolitan Transit has launched an interactive, online survey in support of "Vision 2040," a planning process to update the agency's Long Range Comprehensive Transportation Plan.

The survey is an engagement tool that will provide VIA with valuable insight into how citizens in the greater San Antonio region view public transportation, what their transportation priorities are, and what enhancements they would like to see for the future. The survey is located at [www.vision2040survey.com](http://www.vision2040survey.com), and it will be active through **July 4, 2015**.



VIA Trustees taking part in the Vision 2040 Survey

[Read More >>](#)

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## US 281 Final Environmental Impact Statement now available for review



Alamo Regional Mobility Authority

Comments.

The comment period closes on **July 6, 2015**. Note the comment period has been extended, per the Alamo RMA.

[Read More >>](#)

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The US 281 Final Environmental Impact Statement is available for public review. Below is the notice of availability that was published in the Federal Register, Texas Register and San Antonio-Express News on May 22, 2015.

Comments regarding the FEIS may be submitted to Jacobs Engineering Group, Attention Andrew Cooper, 2705 Bee Cave Road, Suite 300, Austin, Texas 78746.

Comments will also be accepted at on the [US 281 EIS website](#) under Submit



*Get Involved! All Alamo Area MPO Board and Committee Meetings are open to the public.*

**All meetings of the Transportation Policy Board and supporting committees are open to the public!**

Click the image above to view the meeting notices and packages for all of our MPO standing boards and committees. All meetings are open to the public. Get involved and help shape the future of our region's transportation network.

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## B. Community Survey Verbatim Comments

Table B.1 General Comments

More Amenities for Passengers	Zip Code
Issues with restroom stops..... Drinks should be allowed	78207
I'm thinking particularly of the live information updates at the bus shelter. Also a retooled and more user friendly real-time arrival/departure app. Perhaps also more options for how to pay, like a reloadable card or price bonuses for buying multiple trips at once.	78210
A water fountain at stops would be great!	78201
There is NO reason why anyone waiting for the bus should have to suffer in the South Texas heat by standing at an unshaded bus stop.	78240
Like many, no one wants rail transit, transit priority lanes, or carpooling.	78614
I don't really care about Wi-Fi, what I do care about is the lack of SAFE waiting zones. Routes 82/88 for example place bus stops at the intersection of train tracks. I don't mind taking VIA but If I must wait for the bus that always arrives late/too early. The bus stops should be safe and at least covered. I had to wait in rain storms off of stop 44823 because the lack of coverage.	78201
More benches at bus stops and shelters. Cement blocks to protect from cars jumping curbs. More electronic displays of bus arrivals and accurate times at more bus stops.	78229
Important when attracting new riders	78015
ALL VIA PARK AND RIDE STOPS NEEDS LED DISPLAY AND TIME DISPLAY	78228
This is nice but not necessary at all.	78215
The shade and every stop should be the priority. Wifi is nice but seeing folks standing in the hot sun or rain should not be acceptable	78209
Shade IS a necessity in Texas. Some bus stops with shade are not well placed and need to be moved to more transited stops.	78203
Bus stops should be protected from the elements by more than just a lean-to cover. Air conditioned/heated enclosures should be frequently located along bus routes.	78239
Shade and protection from rain, new shelters do not provide this very well	78218
Wifi is an ammenity that isn't really needed but I htink that people could benefit from. The main thing VIA should focus on is improving the bus stops. Many stops are not covered and people are forced to wait for the bus iin the rain. Also many of the stops don't even have benches to sit on. I think the bus stops should also have a map that shows the routes. I have only seen a few that have something like that.	78250

More Amenities for Passengers	Zip Code
Definitely, there are too many bus stops with out shade and during rainy and hot days it is difficult to wait for the bus. More shaded bus stops.	78227
no rail, no priority lanes when does the planning dept understand NO RAILS	78219
I wouldn't mind more wi-fi, and more shaded stops. It's not top priority though.	78212
Let's have transit that is desired by the middle class, not a bone thrown to the poor.	78233
Great	78212
Cleaner areas as well as more security	78250
Safety as well should be regarded	78227
as long as you don't charge us more for this, I have no problem. But seriously, PUT A GROCERY STORE ACROSS THE STREET FROM INGRAM TRANSIT CENTER!!!! Do that first!!! Create a partnership with HEB.	78247
cleaner areas and more real security	78239
If there was a two minute alert that the bus will arriving so that passengers will have their "gear" ready.	78201
Keep the drunks and drug users off the buses and you might get more people to ride.	78154
We are in dire need of a bus line service from N. W. 36th/ Esmeralda St. north to Crossroads Mall.	78228
Installing WiFi on buses, and providing more information, additional comfortable benches, and plenty of shade at stops would make using transit a better experience. This would make it a better experience. Also cleaning of the buses more frequently and adding air freshener and a sanitary wipe down of the buses would be greatly appreciated.	78202
certainly do not need WiFi on busses; also do not need busses that have plush, reclining seats, just simple molded easy to clean and get in/out of would be nice	78257
I am a handicapped bus rider and am unable to stand for long periods of time. Y'all need to have some type of bench at ALL stops. Also, the new 'covers' that y'all are installed are a waste of money. They are too tall to provide adequate shade and they should ALL have benches.	78213
amenities are only important if you're going to be on the bus for long periods of time. If you want people using the bus for short trips, it really doesn't matter. IF it's more convenient than driving (including time, traffic, parking, hassle, cost), they'll do it. E.g. success of Fiesta buses. The pain of finding parking and convenience of constant service make it extremely attractive!)	78232
More outdoor amenities	78207
It is not acceptable in the climate that exists in San Antonio for little or no shading at bus stops	78230
Enhanced online service to determine routes/schedule. As it stands, the information is not easy to ascertain and the website is not user/mobile friendly.	78212
more seating would be nice. you've taken seating out by the VA hospital so many of us have to stand while we are waiting on the 520 to actually show up.	78229
More info about bus arrivals and alternate routes/buses to destinations lessens anxiety about the wait	78207

More Amenities for Passengers	Zip Code
The intense heat that our city faces makes it entirely undesirable for me to rely on public transportation. If VIA did something more than just enhanced shady areas for passengers, then that would be perfect. Shade simply is not enough to beat the heat. Please consider cooling stations of some kind.	78254
It's really hard in the heat and especially the rain with no cover.	78227
HOW ABOUT MORE SAPD TO STOP PEOPLE FOR SMOKING AND ALL VIA SERVICE AND BENCHES	78228
sell concession space at transit centers to private vendors (i.e. Taco Cabana)...this will provide additional revenue and provide hospitality to riders	78250
Keep me out of the hot sun and the cold rain	78154
Keeping passengers cool while they are waiting and having short wait times will be the only way to attract people who have to show up at work looking professional.	78212
NO STRETCARS	78232
The only amenity that should be a priority should be fixing the #64 bus route to Northwest Vista College, which is something that should be a priority, but is lacking attention by VIA and the bus union.	78237
covering at stops where seniors live on the 630 @ 5414 Midcrown please	78218
There are MANY Service Stops that have NO bench and NO Shelter... when these two ingredients are NOT available... Passengers WILL NOT wait here!	78112
Bus pass vending machines at park and rides.	78229
Shade at ALL Stops	78222
Look into the idea of possibly allowing food trucks in the parking section of the transit centers. A fee for those trucks would be a little extra money for VIA.	78229
make adjustment on bus for walker and grocery baskets. We have so many seniors without help	78216
Monitors (both audio/visual) providing current and upcoming location. Safety, Tricks and Tips, VIA commercials/Media Promotions.	78108
I think VIA should invest in a phone charging stations because some people's half of their day is spent on the bus and people cell phones be dying after having to wait for the bus a long time	78218
COMMUNICATIONS - Notify passengers immediately when a bus stop is temporary closed. Due to weather (ice, flooding, etc) , accident, traffic etc. In the Downtown area bus stops are closed due to heavy traffic and patrons are never notified. San Antonio is HOT. Don't let your best patron suffer in the sun...DEHYDRATION	78145
Providing more at bus station would be great. Most people take the bus to work and if it's a really hot day, no one wants to be sweaty or smelly at work.	78232
In order to meet the social strata of San Antonio we should encourage amenities that would enhance riding the bus over using a car. The implementation of Wi-Fi is a great start.	78240
VIA TRANS needs to refit the buses to handle more wheelchairs and scooters. TRANS is for the disabled. BUT..the buses are full of SEATS.	78228

Table B.2 Mapping Comments  
*Sidewalks*

Comment
I'm surprised how unwalkable and unbikeable this area is currently. This needs to be addressed asap.
Needs a sidewalk (there is not a safe way on Hildebrand, between McCullough and Shook, to get to the three bus stops for the 509 Eastbound) Covered bench for this stop
Needs a side walk on N. New Braunfels (safety concerns) and covered sitting area
Needs sidewalk for disable persons and pavement for safe boarding of all patrons.
needs sidewalks by Frio city road and they didn't put them
no sidewalk
Better crosswalk
Improved areas and sidewalks
Sidewalk needed
sidewalks in surrounding neighborhoods
Sidewalks around Villarreal Elementary School
Better sidewalks on Thousand Oaks
sidewalks
Sidewalks between W. Martin - Travis
Sidewalks, Pedestrian Walkways and Bike Storage 78213 area
Sidewalks and 602 more frequent run later hrs
Sidewalks on 35 access rod near Randolph Park & Ride
Sidewalks and bike storage
Sidewalks route 76/36 Windsor oak 78239
Sidewalks by woodlake
Sidewalks on Somerset Rd Rout 524
New Sidewalks at Flores and travis
New Sidewalks at Flores and Commerce
sidewalks at Military Dr
Sidewalks on Zazarmora and Ansley
Sidewalks Lockland Terrace Neighborhoods
Pedestrian Walkways on Hunt Lane
New Sidewalks and Pedestrian walkways in San Antonio
Sidewalks on route 89
Sidewalks and New Routes all over San Antonio
Sidewalks all over SA
Better sidewalks downtown

Comment
Sidewalks at 1100 block of South Presa
Sidewalks at Lawndale and Broadway
Sidewalks
Sidewalks along Menchaca St and 24th st.
Pedestrian Walkways in SA
Sidewalks at Walmart on Johne-Matls
Need Bike Storage and Sidewalks all over SA
Sidewalks needed for handi cap, and elderly
Sidewalks on Bandera RD
we need sidewalks, please.
Sidewalks along ww white and gembler
Sidewalks, New Stops and Transit Stations all over and better for disbled
Sidewalks and Ped Walkways throughout SA
Sidewalks , walkways, and new routes along Potranco to/from Willow Bend Apartments
Southside and Westside - More stops and sidewalks
CoSA should improve all sidewalks on bus routes and major Transfer points.
Broadway sidewalk
General McMullen needs new sidewalks
This neighborhood needs drastic improvements to pedestrian sidewalks & crosswalks. McCullough, for instances, goes for blocks without crosswalks.

Table B.3 Mapping Comments  
*Park & Ride*

Comment
Randolph P & R needs updating, bathrooms are horrible, hard to get in and out of P & R
Park and Ride to downtown trip is 45 min, return trip is 1 hr because of break on other side of Loop 1604. Convenient to downtown but inconvenient on way back. Can bus drop off on northbound side and able to walk over to get car?
This park and ride is a terrible user experience. It's nearly impossible to walk or bike to this stop, and the pavement is really rough. The evening rush hour also makes access from this stop very challenging.
Add park & ride facility at Rolling Oaks Mall - extend route 17 to Rolling Oaks.
Park and Ride outside Loop 1604
1604/151 P&R
410/151 P&R

Comment

Rolling Oaks P&R, go forward with it. Lone Star Rail, etc.

A Sonterra Blvd. Park and Ride could connect the dots in a way.

"Eastgate Park and Ride" near this interchange.

Fair Oaks Park and Ride?

Park and ride for Wurzbach Pkwy/281?

Parking, amenities, express service

Park & Ride

Park & Ride

Move parking lots to outer edge of downtown, such as Ellis parking lot for less traffic on Commerce, Houston streets. Add two more similar areas near San Pedro to the north and Roosevelt or Press to the south. Love the idea of the E ride.

Park and Ride Facility

Future Park and Ride or the same area as Las Palmas Mall area where some buses meet together there. Same here will be better.

Park and Ride or commuter train stop would be necessary for me to take public transportation.

Perhaps a Park and Ride near here (Tezel and Grissom) which would also serve the Alamo Ranch area subdivisions which transit through here.

P&R at Rolling Oaks Mall

Park & Ride

Park And Ride

Park and Ride

Better park and ride facilities, with more frequent stops.

Multiple park & rides.

Park and Ride! Partner with North Star, get some parking spaces in those garages. Had this center been a park and ride, I could've gone downtown to the nightlife, gotten to Roosevelt less stressfully, or visited friends more often.

Add Park and Ride

Park and Ride

Park and Ride.

Need Park & Ride service from Huebner & 1604 (Concordia) or Blanco & 1604 (HEB)

University Park and Ride nNeeds a lot of upgrading

Park and Ride at Northwoods or easy access crosswalk to Parklane church.

Better Park & Ride inside 1604 area. Routes & services daily, not just high peak timeframes. Shelter needed, maybe new location. Park & Ride special service to AT&T Center for Spurs games and other sports.

Add more early morning express routes to downtown from University Park and Ride as early as 4:15 a.m.

Need a Park & Ride; too many drive into town daily.

Park & Ride services to more events and possible express routes to more areas

Comment
Park and Ride location here would be great
Express Park & Ride Service
Park and Ride
Park and Ride
Park and Ride
More parking at Kel-Lac PR
University Park & Ride need restrooms
Need a park/ride for parking and riding bus from neighborhoods in the area.
Park & Ride to service the Schertz, Cibolo, Selma area
Park & Ride
Move Park & Ride on Zarzamora & IH 35 northbound to Southpark Mall
University Park and Ride could be upgraded to be a staffed location. Video monitors to market to potential riders due the high number of downtown employees. If marketed to specific employers shuttle service could be an option.
P/R Services to Special Events are not currently available. Bus route to Natural Bride Caverns sidewalks to be stroller accessible.
The 2 nearest Park and Rides are at 1604/I10 or Hwy 90. Both of those have tremendous traffic for me to get to them from home that the drive from either across town to work is not a problem. A more direct route across town with less transfers.
Park-n-Ride
Park and Ride @ IH10 and Loop 1604
Park and Ride IH 10 and Loop 1604
Park and Ride with BRT traveling along rail path to centro plaza
Park and Ride bus to Centro Plaza or BRT along train path. This spot is surrounded by residential with few jobs.
This would be a great place for a Park and Ride that provides express service to downtown.
Would like a new Park and Ride with express bus service to St. Mary's and Pecan located in the new Bulverde Walmart parking lot.
Install a Park n ride somewhere in this area.

Table B.4 Mapping Comments  
*New Transit*

Comment
A transit station here would be good!
Add a light rail transfer station for IH-10 & 1604 transfer.

Comment
New transit station at I35 & 3009, would improve transport.
New transit station - Brooks City Base.
New transit station
New transit station
New transit station
New transit station at Lackland Area and additional service for different routes.
New transit station at 5 Points/Flores.
New transit station on Wetmore Rd, no buses goes through there.
Need new transit stations with room for strollers on buses.
New transit stations and sidewalks in SA.
1) Crossroads P & R Run #100 into P & R 2) Zarzamora/Commerce add new transit stations 3) Northwest Fred Rd to Huisache to Mary Louise more Primo Stations 4) Pedestrian Walkways City Wid 5) More Bike Storage - City Wide
New transit station in Stone Oak area.
New transit station at 281/1604
New transit station at Bandera and 1604
New transit station at Culebra and 1604
New transit station at Rigsby and Roland
New transit station at Bulverde Rd
New transit station at Culebra and 1560 FM
New transit station at 471/1560
New transit station near AT & T center, E. Houston and E. Commerce St.
New transit station, route in Devine, TX
New transit station at Rigsby and WW White Rd.
New transit station near Woodlawn Lake
New transit station and sidewalks all over SA.
New transit station in Helotes.
Converse - new transit station around Windcrest/Walmart
New transit station and new routes along Drag and Academy bench in dirt and flood area bus 62 Gaynor and Kimberlandus bus needs a bench
New transit station at New Braunfels and S.W. Military on Goliad.
New transit station at Helotes/Bandera Rd.
New transit station and new routes.
New transit station in Converse on Crestway
New transit station at the Forum.
New transit station - new park and ride from Med Ctr Station
Sutton Oaks/East Side HEB needs new transit stops and new transit station
Palo Alto/TAMUSA transit center

Comment

More transit stations everywhere

Table B.5 Mapping Comments  
*New Stops*

Comment

Alamode could be better utilized as east west route transit center. Downtown free fare routes that go through Hemisfair should begin there too.

My family havw appointments at the Medical Center a few times a month. It would be nice to be able to take a bus over here without having to go through the NorthStar TC first.

Bus stop corner of Ackerman and Dietrich Road near IH10.

Transfer center in this area.

Transfer center/enhanced bus stops near OLLU.

Enhanced bus stops/transfer center near St. Mary's University. As exemplified by UTSA, university students are very willing to use transit.

Enhanced bus stops at SAC/VMC/San Pedro Springs Park.

Transfer center similar to Five Points at intersection of San Pedro and Hildebrand Aves.

Transfer center similar to Five Points.

Bus stop for travel to and from high school and senior center.

Needing transportation.

Presa Street bus stops

The #3 should stop at Mulberry

Transit center

Bus stop for rail to Austin

Need transportation to travel outside loop 410 inside 1604

Metro stop!

I would appreciate a bus stop between the French Pl. one and the Woodlawn one

Express stop farther out.

New transit stop.

No bus stops close to allow transit to work and back in a timely manner and that fits my schedule.

Transfer

Move bus stop 60 more feet so passengers can have the ability to catch the 603 or the 100 at the same stop.

New transit stop - on time buses and better customer service.

New transit stop by Walmart on Military Dr, existing share tree almost taken out by wind and storms.

New transit stop and new transit station near Perrin Beitel and 410.

New transit stop at Poteet, Lythle and Somerset area 410 & 35.

Comment

Colorado St and Frio City Rd needs more buses running and new bus stops.

New transit stop on Oxbon. A new transit station in Floresville.  
Sidewalks all over and on accss roads.

New transit stop and new route at Marbach and 1604.

New transit stop on Leslie Rd., need new sidewalks and have 660 run on Sundays.

Request bus 76 bus stop because of Boys Club down the street.

Request bus 76 bus stop because of Boys Club Down the street.

Transfers fade-make printing last longer

New transit stop on Southside

New transit stop, new sidewalks, and bike storage

New transit stops and sidewalks

New transit stop and new route in Schertz

Good new transit station

Add bus stop at 4-way stop with Fillmore and Tippecanoe

New transit stop at Bandera and 1604. Need to clear up congestion on Bandera.

New bus stop at Somerset apartments are very busy.

Closer bus stop.

New transit stop at S. Flores and White, its a VIA trans covered stop.

New transit stop, sidewalks and walkways for all routes.

New transit stop

New transit stop

New transit stop, transit station, sidewalks, and bike storage.

Stops

Bus stop at the Doris Griffin Sr. Ctr at the door.

New transit stop at 4438 Callaghan Rd apartment building.

New transit stop, new transit station and sidewalks along Goliad, Clark and City Base.

New transit stops and sidewalks SA.

New transit stop

New transit stop at Guadalupe and Trinity

Add bus stop

Comment
Add bus stop
Add bus stop
New transit stop in front of Cisneros Sr. Ctr.
Need bus stop at Gillette and Sholl Ave.
Need transit stop and new route at Military and Boswell.
Need new transit stop and route along Boswell and Military Dr.
Gillette Blvd needs new transit station, new sidewalks and Pedestrian Walkways.
Need new transit stop/shelters along Commercial, Bud, and Jones. Too hot/cold, benches are broken
More bus stops in SA
New stop at Braun and 1604 near the church.
New transit stop with shade at Timberview and Culebra.
More bus stops and more frequency.
Additional stop for neighborhood instead of edges.
New stops with shade and benches.
New transit stop at Roosevelt after Eades, move away from hotel.
Add service from here limited stop.
Need shelter along Midcrown shelters.
New bus stop at W. Military Dr outside 1604.
New transit stop at Lookout and Live Oak area.
New stop at Caem Hill at Dans Cavern.
New transit stops all over, more bike storage and new Routes all over.
New stops, new routes and more bike storage throughout SA.
New stop at Timberhill and Gissom new routes along Grissom in Leon Valley.
New stop in Medical center and improve sidewalks.
New stops along Fred Rd and Medical Center area.
New stop at Fresno and San Pedro.
More stops along 1604
New stop at Semlinger Rd
New stop on Porter street near Launica needs a shelter and move stop after intersection.
New stops and more service
New stop at Bandera and Sherrill Brook
New stop
I think there is already a stop here, but it would be even better if an express route went from Converse Straight to the downtown campus.
New station on the Southside of SA

Comment
New transit stop at Renwick and W. Military Road.
New transit stops and station at Marbach and Valley High.
New transit stop at I-35 and Walters, more lighting.
New transit stop at Brooks City Base.
New transit stop in Floresville at 97/181.
New transit stop
New transit stop in Universal City need more around the area.
New transit stops near Hwy 16 off 410
New transit stop in Helotes-North on Bandera.
Only one Primo stop in Balcones Height?
Bus stop to travel to and from high school or senior center on Leslie road.
Bus stop to travel to and from Oconnor high school and/or Helotes Senior Center
More stops in 78216 zip code
Southside and Westside more stops and sidewalks.
More transit stops on East Side.
More and new transit stops on the Southside.

Table B.6 Mapping Comments  
*New Routes*

Comment
Provide service on Jones Maltzberger.
I would love a BRT Primo route on Culebra or Commerce that went downtown.
A BRT Primo route on San Pedro.
Would love a closer BRT Primo route on Culebra or Commerce to get to downtown faster.
Rail and/or Primo all of San Pedro please.
Better connection needed.
Light Rail/Streetcar/Tram
Light Rail/Streetcar/Tram
Few bus routes.
Route 620: More frequent base service.
I think bus or rail from downtown to the airport would be an incredibly smart and useful investment, both for residents and visitors.
82/88 Bus routes curve around downtown. It would be nice if one either 82/88 would split different routes.
Extended bus route to Universal City 1401 Pat Booker Rd.

Comment

Express routes with priority.

Use existing rail lines to connect city and possibly other cities.

Rail line

Express and Primo buses to the Airport, especially between the Airport and Centro Plaza in Downtown. A VIA transit center at the Airport would also be nice. Consider Lone Star Rail.

An express route along same pathway as Looper 550/551. The express route would complement the existing Looper, except it would just stop at transit centers along the rough such as Crossroads, Madla, Randolph, etc. Another option, it could be named "5

A bus route that serves Wurzbach Rd/Pkwy., such as a new branch and extension of Route 534.

Boerne Stage Rd. Park and Ride, go forward with it.

Route #522, Babcock Rd, extend to UTSA.

Improve bus routes in this part of the City.

New service to Schertz Parkway

Rail

Rail or Street Car

More routes. Right now is not feasible for me to go to work using public transportation. It would take me a LONG time.

Light rail on 281

It takes an hour and a half or more to ride the bus from my house to Downtown, and because of this I have never done so. It would be very convenient if I was able to take public transit downtown in a reasonable amount of time.

Run the buses to intersect Major streets. I shouldn't have to walk to Blanco from Michigan to get a bus to transfer yet again before I get to North Star transit station to transfer yet again.

Light rail hub with walk over park and ride. Rail to central hubs along 151 and 90 to the downtown railroad statio for in town & out of town connections.

Possible light rail hub site

Rail hub

Rail hub

More 1604 buses.

Light rail idea

More routes

Rapid line from downtown to the airport.

### Comment

During peak hours, I would like to see Primo on 3 or 4 routes because sometimes the bus is full that I have to wait another 15 minutes for the next one. Have them run every 5-10 minutes, then I think you will get more ridership.

Get a bus that goes up and down 35.

More bus lines in this area.

Make it easier to get to St Philips from NC and NQ sides.

Perrin Beitel route needs to go to Randolph P&R.

BRT along Bandera.

Need service outside Loop 1604.

Direct routes

Direct route/no transfer

I would like light rail to get downtown!

Reroute public transit in this location or expanding street for smoother traffic flow.

Naco Pass is desolate. The routes from my home go through it.

There is no VIA service along 1604 between NW Military & Huebner. Similarly, there is service running the lengths of both Blanco and NW Military, but nothing along Bitters and Huebner east of NW Military. Please consider adding service.

Instead of having to transfer downtown, I wish it could be a non-stop / more direct. The 12 mile ride takes me 1 hr. 30 min using VIA.

Downtown area

A bus (new bus number maybe) starting from Kel-LAC Transit and goes toward the route along Callaghan towards Crossroads and ending at North Star Mall.

Rail?

Rail Line to Medical Center and Austin

Express bus service along Zarzamora--Primo type service with limited stops.

Bus routes serving North to South Flores in the AM can be more frequent in the AM and PM peak time for employees working from 8-5.

Rail line

Would like rail access to travel downtown, shopping (The Rim/La Cantera/Vineyard/Northstar Mall)

More reliable, more direct routes (fewer transfers) from midtown to downtown & southtown locations.

Routes to downtown from suburbs.

More choices to ride from San Antonio to Austin, New Braunfels, Seguin, etc...all the surrounding cities.

Reroute buses in this area to pass through Prue Rd, and connect with Primo (either on Babcock Rd or on Friedrichsburg Rd.)

I would VIA to commute to work if there was a direct route from this station to and from the University Park&Ride. Right now, a transfer is required at Crossroads Park&Ride. Stopping, and waiting for the transfer takes too much time.

Would like to see a Metro bus that goes to all the different universities in town!

Comment

Light rail from airport to downtown.

Rail to airport

Rail to Austin

Rail to Boerne

Rail to Pleaston

Light rail to AT&T

Rail

Light Rail to 1604/10

Bus services

Please make the 522 bus go directly to town. We are cut off and it goes to the west side. Going north it should also go further down Babcock to access the HEB.

Light rail to Austin

i wish I could easily get to Pearl or transfer faster to Broadway routes from the 22 or 24. I don't always need to go all the way into downtown.

Downtown

A commuter rail connecting New Braunfels to downtown and other business areas (AT&T Center) would do so much to alleviate traffic problems and reduce commute times.

A commuter rail connecting Boerne, Fair Oak Ranch, and The Dominion to downtown and other business areas (AT&T Center) would do so much to alleviate traffic problems and reduce commute times.

A commuter rail connecting Alamo Ranch to downtown and other business areas (AT&T Center) would do so much to alleviate traffic problems and reduce commute times.

More rapid route/airport to downtown by rail or rapid bus, also between other main destinations.

More direct and frequent buses to that location and back.

I don't think there are any bus routes along Bitters Road. The closest bus stop for me is on Blanco Road approximately 1 mile away and it's a local bus (stops frequently).

ROUTE 534 should utilize the new parkway. Ingram to Randolph PR instead of N Star TC.

Express bus from Blossom Athletic Center to Medical Center (on Wurzbach Pkwy) would be GREAT.

Rapid Transit... rail

A metro system from Broadway at the Quarry to Southtown would be used immensely.

Keep Rt.30/5 service to airport.

Provide bus service to 6000 Babcock Road.

I would like to see some sort of light rail system along the 1604 corridor -- connecting Sea World-IH10-281-135 areas with local bus or van service connecting to employers from each of those major intersections.

Widen 281 and have a bus priority lane from Borgfeld to downtown. No tolls for other lanes.

More direct route to downtown that would require a shorter travel time.

Direct route between campus.

Comment

I am also upset that you took the 600 away - because the 520 is so unpredictable we had that to fall back on - now you leave us (and our Veterans) sitting out in the heat and cold waiting forever for a bus to show up!

New route 505, 30 minutes instead of 1 hr. headway.

Rail transit or HOV lanes

Light rail line to downtown running along IH 35.

Light rail from downtown to the northeast side of town along IH 35.

Light rail running from this area to downtown, running along US 281.

Light rail running from this area to downtown, running along IH 10.

More buses passing in the westside of Culebra.

New route - Zarzamora, more routes and more stops.

Rail!

New route, Mission Shadow and S. Presa. I would like more frequent buses, #36 Elmendorf, to ride to senior center & other senior apts. Just like #42 - Pass - 410 at Roosevelt St & beyond.

Connection from Cibolo/Schertz to San Antonio.

New route Callaghan to Bandera between Ingram & Bandera.

Direct route from Randolph PR TO Kel-Lac.

New route - later route to run all night.

New route Live Oak at Toepperwein & I-35.

Downtown needs improvement all the way around.

New route 28 to Royal View.

New route from Culebra and 1604 to town.

Express route from downtown to Fiesta Texas/Seaworld.

New route west of Alamo Ranch.

New route down 36th / Hillcrest.

New route at Joe Newton, bus should run often and later.

More direct route for Silicon and northwest parkway.

Route please.

It takes about an hour just to make it downtown. Since the bus stops running around 8pm and has no Sunday service, it limits how long and frequent someone can be elsewhere in town before they need to return.

From downtown to the Quarry without changing.

Direct routes from central locations to known places of business where there are many employees working at the same location, longer hours of operation, more frequent busses, and earlier hours of operation.

New route from Bandera to Randolph Park & Ride and Universal City.

Frontage road express service along I-10 W/E between Boerne and Downtown, I-35 E/W From downtown to New Braunfels, TX, US 281 N/S between Bulverde and Downtown.

Comment
New route to Devine, TX, Nw transit station and new transit stop.
New route at Northeast Starcrest at 410.
New route at Falcons Heights and Judson.
New route, new transit station, and new transit stops in Selma at Retama Park.
New route to Retama Pkwy in Selma.
More service to South Side Highschool.
The bus doesn't go there!
New route near Mary Lou Fischer School.
New route from Universal City and Randolph AFB.
New route at Prue Rd and Misty Plains.
New route near Callaghan and Oak Knoll.
New route at 471/1560.
New Primo routes throughout San Antonio.
New route from Universal City to Randolph AFB to downtown.
Callaghan and 410 needs bus routes going through, too long.
New routes transit stations.
VIA Trans from Bandera to Stone Oak.
New route and sidewalks on Lebanon.
New route on Sutton Rd.
Light rail should be on San Pedro.
New route near Kennedy.
New route loop 410 Westbound down Starcrest, Hidden Dr and Village Dr to loop again.
Light rail that connects from airport and downtown.
Light rail to Quarry from North Star Mall, Airport, and downtown bike racks.
Light rail from the airport or have it connect to airport and downtown.
Light rail that connects to all the museums, botanical gardens, and downtown. Bike lanes and bike racks.
Direct access from Cinnamon Creek Dr to Ingram Park Mall without having to transfer. Also buses do not coincide, which results in an hour wait in order to transfer from 603 to 534 to get to Ingram Park Mall.
New routes/stops along Bandera and Scenic Loop Rd in Helotes.
Airport
Wish I could take a rail downtown!
More routes in Windcrest.
New Route Pecan Valley/SouthCross to City Base.
Live Oak needs bus service.
New route from Pearl to South Town.

Comment
1604 Looper route.
Express route to/from.
Need quicker routes to downtown that do not fall apart when other forms of traffic have accidents. Service times need guarantees.
More crosstowners in growing southeast side.
A true express route with limited stops to 1604 area through 151.
Need a bus that goes east to west on 1604.
Rail Service
Airport to downtown rail.
More Crosstown services
New Route to Kiewald
Extended routes past Loop 1604
New route Ansley and Lytle, new circulator from Madla transit center.
Route that travels on Callaghan between Babcock and 410.
New route - use Wurzbach freeway to set Medical Center.
New route to Universal City to the Forum
Need new routes - express service from P/R to TC Randolph P/R to North Star TC Crossroads to Ingram Kel-lac to Madla and back
New route from Cincinnati to Five Points
Boerne new route with Primo to Boerne
New route to Live Oak
New routes to P & R allowing some routes/blocks to start at or end at P/R. It may increase employee ridership for employees who have set hours. Ex: pull in to yard or start at park and ride.
New route and transit station in Elmendorf, TX.
Need new Primo stops along I-10 west.
New routes, sidewalks and more frequent stops along Timberhill.
All destination pin drops I have indicated should be connect by a high tech rail system.
New route to Universal City.
New route from 1604 - 90 - I-10.
New route along Pecan Valley Dr.
New route & stops.
Ingram and 151 faster commute from that area to downtown.
New route from Med Ctr to 151 and back.
From Bandera Rd to I-10.
A bus to travel on Bandera Rd between Prue and 1604 to connect with the Route 660

Comment
Again, more direct route between converse and this area so I don't have to go to the Randolph Park and ride first.
More buses in the routes, spread out arrival times at multiple route bus stops.
New route to Boerne.
New routes east to west using transfers.
New route to Culebra and Potranco.
Would like to see faster north-south access along San Pedro and Blanco.
New route 151 & 410 shopping ctr to Marbach.
Need bus that goes around 1604.
More and more frequent cross city routes from Randolph P&R. One should be able to get to Medical City directly or to Ft. Sam.
Service is needed to meet all Alamo Colleges students in case of an event taking place. This would have been useful for me if Via Trans would have taken me there for my leadership graduation which I was unable to attend.
Insert a route.

Table B.7 Mapping Comments  
*Bicycle Lanes*

Comment
Bike lanes all around the school.
Bike facilities at Naco Pass TX.
Bike parking at Stone Oak P&R.
More bike parking at Crossroads P&R.
Bike parking at Thompson Center.
When riding my bike I have to ride against traffic.
Bike lanes on Broadway are often covered in debris.
Designated bike lanes need to included.
No bike lanes, no bike sharing.
Wish De Zavala had a bike lane.
Bike storage all over.
Bike storage at all transit centers.
Bike lanes on Bitters are needed.
Bike lanes on Jackson-Keller are needed.
Bike lanes south on I-410 on Blanco are needed.
Bike lanes on McCullough are needed.
Bike lanes on Broadway are needed.

Comment
Bike storage at Labor near Barrera.
More bike storage in the medical area.
More bike storage.
Bike lanes rather than the 5th vehicle lane.
Add bike lanes onto the side of the elevated highway.
Bike lanes and light rail or E trolley to connect.
Bike lanes, E trolley or light rail that connects.
More bike storage all over.
Be sure to include bike parking here.

Table B.8 Mapping Comments  
*Web Comments*

Comment	Zip Code
VIA don't waste money putting in rails. How short-sighted. Here are a few things that I think that VIA should be looking at. *Establish improved Park and Ride centers with adequate parking and enclosed inside areas for passengers. Provide security personnel and/or video camera security service as needed. *Improve current Park and Ride services to the ATT Center during NBA Spurs Basketball. The current system is not adequate requiring passengers to walk too far from drop-off point to the ATT Center.	78217
I would like to see a bus route going straight out Babcock Rd. and not weaving through the neighborhood. Also have the ability to charge my phone on the bus. Thank you very much!	78249
The new Vision 2040 online survey rocks. Fabulous concept to better plan for tomorrow.	78214
VIA never addresses the natural near downtown constituency when planning for event transportation. In order to use Park and Ride for a downtown event, including SASpurs and other Coliseum events, I would need to drive away from my home area to a park and ride location away from downtown. Why? It isn't because regular bus service is convenient. It isn't convenient, and busses often shut down before events end. Why does living within four miles of downtown make people in fact ineligible for event services?	78209
It's time to get away from high polluting bus's and move to light rail like other progressive cities.	78240
VIA don't waste money putting in rails. How short-sighted. Here are a few things that I think that VIA should be looking at. *Establish improved Park and Ride centers with adequate parking and enclosed inside areas for passengers. Provide security personnel and/or video camera security service as needed. *Improve current Park and Ride services to the ATT Center during NBA Spurs Basketball. The current system is not adequate requiring passengers to walk too far from drop-off point to the ATT Center.	78217

Comment	Zip Code
<p>THIS PAST WEEK, EVERY BUS THAT I HAVE USED HAS BEEN LATE OR THE ROUTE WAS DISCONTINUED. 5 TIMES I HAD TO WAIT ALMOST 1HOUR FOR THE #20 WHICH IS SUPPOSED TO RUN EVERY 15 MINUTES. THE #9 BROADWAY WAY BUS AT NOON IS NEVER ON TIME AND I MISS MY CONNECTIO AT 410 AND BROADWAY #551 THE #14B HAS ALSO BEEN LATE 6 TIMES THIS WEEK. I MISS MY #509 ROUTE WHICH MEANS I HAVE TO WAIT OVER AN HOUR FOR THE NEXT BUS. THIS IS RIDICULOUS. YOU CALL YOURSELF WANTING TO HELP OTHERS, BUT THE ONLY PERSON YOU ARE HELPING IS YOURSELF. VIA SHOULD BE DISBANDED AND A NEW BUS SYSTEM PUT IN PLACE. YOU CANNOT HANDLE THE REGULAR ROUTES, SO WHAT MAKES YOU THINK YOU CAN HANDLE A LIGHT RAIL? THIS TOWN NEEDS A 24 HOUR BUS SYSTEM EITHER WITH YOU OR WITHOUT YOU VIA VIA SUCKS!!!!!!!!!!!!</p>	78212
<p>THERE ARE MANY RESIDENTS IN THE SAN ANTONIO AREA THAT WOULD RIDE THE BUSES MORE FREQUENTLY IF THERE WERE BETTER SCHEDULE ARRANGEMENTS ON SOME OF THE MAJOR ROUTES. FOR INSTANCE: ROUTE 509: THIS ROUTE WOULD TRIPLE RIDERSHIP IF THE BUS RAN EVERY 30 MINUTES INSTEAD OF ON THE HOUR. IT IS VERY HARD TO BUY GROCERIES ON THIS ROUTE BECAUSE YOUR FROZEN FOOD IS RUINED BY THE TIME YOU GET BACK HOME. PASS THIS ON TO HEB AS WELL. I WOULD STOP BUILDING GROCERY STORES WHERE THE VIA TAKES MORE THAN AN HOUR TO GET A BUS HOME. PRIMARY EXAMPLE OF THIS IS THE HEB AT FREDERICKSBURG AND HILDEBRAND. ROUTE 14: THIS ROUTE IS VERY USEFUL FOR GETTING RIDERS TO WORK. IT IS NOT HELPFUL WHEN THE BUS IS 30 MINUTES TO 1 HOUR BEHIND SCHEDULE. WHY DOES THIS OCCUR? I CAN UNDERSTAND MORE PEOPLE RIDE THE BUS DURING THE SUMMER, BUT THE LAST 2 WEEKS HAVE BEEN A NIGHTMARE. MY BUS CONNECTIONS FOR THE 509 AND THE 551/550 ROUTES HAVE NOT BEEN SUCCESSFUL FOR 6 DAYS STRAIGHT. ROUTE 10: AGAIN A GREAT ROUTE FOR CONNECTING THE SOUTHSIDE TO THE NORTHSIDE. WHY DOES THIS BUS HAVE THE SAME PROBLEM WITH BEING 15- 30 MINUTES LATE? ROUTES 550/551: DON'T EVEN GET ME STARTED!!! THIS ROUTE IS A PRIMARY EXAMPLE OF NEEDING MORE LATE NIGHT ROUTES. THIS ROUTE DESPERATELY NEEDS TO BE A 24/7 ROUTE. A 24 HOUR ROUTE WOULD SAVE THE CITY TIME, MONEY AND ALLOW THE REAL WORKERS OF SAN ANTONIO A BETTER CHANCE AT GETTING BETTER JOBS AND SPENDING MORE MONEY IN THE LOCAL ECONOMY. I SERIOUSLY WANT TO SEE A LAZY VIA BEAUOCRAT FIRED SO THAT VIA CAN PAY A SALARY FOR A LATE NIGHT BUS DRIVER ON THE NEW 24 HOUR BUS SYSTEM.</p>	78212
<p>VIA should pay for police recruits to obtain TCOLE certification and sponsor them in the academy. This will help obtain college graduates like myself that are interested in joining the police for VIA.</p>	78230
<p>550 and 551 get very packed. 21 route is way too long and usually late</p>	78109
<p>I think that for the most part we have a really great bus system here in San Antonio. However, I go through this nearly daily while riding the bus. I have to wait 20-30 min because when transferring buses I miss it by a minute or less. I think we should have more frequent routes after 5 pm it takes me 2 hours to get home.</p>	78218
<p>I'm not very happy with the 520 bus service. I have been taking the bus to work for over a year now. Going to work - from the medical center to - not usually a problem, but coming back from the VA waiting for the 520 to show up is a nightmare! They are always, always late and not just by a couple of minutes - I will sit for 45 minutes to an hour waiting for one to show up and this happens on a daily basis! For a bus that should be there every 15 to 20 minutes there is no excuse for me to sit through 3 buses not showing up! To make matters worse - you have taken all the bus benches out on either side - leaving us with ONE 2- seater bench! HELLO? You make us sit out there for 45 minutes - while more and more people show up so most are having to stand! These are not just people who work in the medical center - many are our brave Veterans having to stand out there with various medical conditions! Please step up your game and figure out how to get those buses there on time AND have a heart and get more seating out there!</p>	78229

Comment	Zip Code
<p>Would like route 509 run more frequently and include Sunday service.</p> <p>Fix your existing bus lines add buses but do not introduce light rail. Maybe use union pacific rails for intown commuter trains on existing tracks . We do not need construction delays or interference of a lightrail system unless you go underground. .BUILD PARKING STRUCTURES DOWNTOWN OR AT KEYLOCATIONS OUTSIDE THE CITY AND INTRODUCE NEW BUS LINES..MOST PEOPLE PREFER TODRIVE TO WORK.....</p>	78209
<p>The attached design for the CESAR CHAVEZ METRO using the existing Union Pacific ROW that will help bring a new reality to San Antonio, employers and new housing, and make it even better than New York, or Paris. Where the population is eight times what we have here. By 2025 we will have more than the projected population. PLEASE GET THE NUMBERS RIGHT. As part of the N.E.P.A. 40 C.F.R. 1501.7 through 1506, all options should be considered. With the mounting traffic congestion problems in the north of the city, doing the same thing over again may be avoided.While the public agencies should be moving a good plan forward, they seem to be overwhelmed with a myriad of projects and duties. I think we are close to capturing the imagination and support of our new mayor and city council, a dynamic City Manager, and County Commissioners. The project is call "DISCOVER ALL OF SAN ANTONIO WITH ONLY ONE TICKET." We hope to do a presentation before the city in Oct.</p>	78225
<p>San Antonio has great potential to expand. To add more options to what we already have and go farther than where we are now. As I understand it, our goal is to transport in a timely manner people going downtown. However we also want to minimize the amount of personal vehicle traffic downtown.</p> <ol style="list-style-type: none"> <li>1. Bring into San Antonio a commuter rail starting with for instance from Leon Springs into the Multimodal facility. This could be in time extended to Boerne. Alternative to the rail would be for Primo busses from Leon Springs. Commensurate with the previously noted option of opening a (suggested) large Park &amp; Ride. Maybe the same size as University P&amp;R at IH10 &amp; 1604. Does not have to go all the way downtown. Or can stop at 1604/IH10 and then Crossroads only or to continue on downtown to Westside Multimodal. Possibly even sending one occasionally to the Thompson Facility.</li> <li>2. Next do the same starting in New Braunfels into San Antonio to stop at Sunset station next to the Thompson Station by the Alamo Dome or the Multimodal. When appropriate, extend out to San Marcos area. Further expansion could be from Austin to San Marcos ( let Austin fund that part) for a complete line between Austin and San Antonio. The rail line for this part are in proximity to IH35 and downtown. Alternate option as proposed in the last several months is the P/R at 1604 by the rail tracks near Oaks Mall. Using a limited stop bus to and from downtown until possible rail service is available.</li> <li>3. In Time start a Bus Express or limited stop in from Seguin to San Antonio Thompson Facility.</li> <li>4. Southside is sadly lacking more coverage. Currently the 36, 42, and 48 routes go to 1604. Understandably on a limited basis in cases. The 44, 520, and 524 continue only to IH410.</li> <li>5. Possibly expand bus capacity at Madla T/C. (I have never seen anyone park in the rear parking area by the rail tracks) Add circulators from Madla to service between these north south routes. From Somerset to Laredo Hwy is not covered at all.</li> <li>6. Add a limited stop bus route along IH410 between Madla T/C to the Brooks City base T/C. Similar to route 660.</li> <li>7. I focus on the south side and some southwest side as there are quite a few people spend HOURS on the busses to get to work on the far north side I.E 410 to 1604. Some changing busses 3-4 times.</li> <li>8. For the 43, 44, 520 add or insert a limited stop run. These three routes are constantly bombarded and late due to excessive loads.</li> <li>9. HOV lanes On IH10, IH35, IH410, 281. Going into and out of downtown during busiest traffic times. And have ALL police services to enforce it consistently. More ideas later if requested. I realize I do not have access to the BIG Picture so I do not expect any or apart of these ideas to become reality. thank you for allowing me this input.</li> </ol>	78249

Comment	Zip Code
<p>I was looking for your survey, but I must have missed it. Mainly, VIA bus service is good. We would like a pedestrian-activated light at Carroll and Nogalitos so that riders could get on and off the 51 bus in safety. Since Nogalitos is a Texas state highway, the negotiations might be difficult, but Nogalitos is a scary street to cross. Otherwise, getting around San Antonio would be much less complicated if it were possible to bridge the gap between bus routes without riding to a transfer node. Could this be done with bicycles? If VIA takes over the bicycle program, maybe you could make bikes available to people who want to move from one long route to another. Or, maybe some other means could be devised.</p>	78225
<p>Buses that don't run every hour when your connection runs every 20 to 30 minutes</p>	78218
<p>Buses should be on time more and drivers need to have personalities. Route 607 needs needs to be more frequent times instead of every hour needs to be every 30 or 45 minutes instead.</p>	78229
<p>Being all of the above, I have a different view of transportation in the Alamo City than those of you who have cars. The #96 needs more busses - I have quit going to the Westfall Library simply because I cannot tolerate the 20 minute way each way at each bus stop to go there. We NEED more shade at ALL bus stops. And seating, of course. The VIA 100 is a joke. It runs empty most of the time I see it (mornings) and should stop at ALL busstops, not just the new bus stops specially built for that bus. Grocery stores, pharmacies and seniorcenters all need more busses stopping more frequently. The reduced rate fare for seniors should begin a 7:00 a.m., not 9:00 a.m. when the heat is really getting started. Drivers should be made aware of tapping on the brakes at stops. This just jerks all the passengers around and is harmful. The City of Portland, Oregon has a solution for people who only need transportation occasionally. As I understand it, they leave cars parked at various locations around the city and the patron pays \$1 for use of the car (plus gas). This is a daily rate. I personally need a car to get to multiple stops on a single day and transferring endlessly is not an option in this 100 degree heat. This is unacceptable. In closing, Let me remind VIA that a majority of the population is my age. We prefer to be "green" but not at the expense of our health.</p>	78201
<p>I would like to see a bus route going straight out Babcock Rd. and not weaving through the neighborhood. Also have the ability to charge my phone on the bus. Thank you very much!</p>	78249

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