



# Volume 2: Developing Vision 2040

## *Phase 2 Stakeholder Involvement Summary*

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Prepared for



Prepared by



with

RJ RIVERA Associates, Inc.



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# Executive Summary

As the VIA Vision 2040 Long Range Plan development process continued into the second phase of the project (Phase 2 – Identify a Range of Options), VIA sought guidance from the general public and key stakeholders to understand which transportation corridors matter most to them and what transit investments are most important for the region’s future. VIA collected a second round of community input through an online survey, the results of which were combined with a technical analysis to develop a preferred “Vision 2040 Network.”

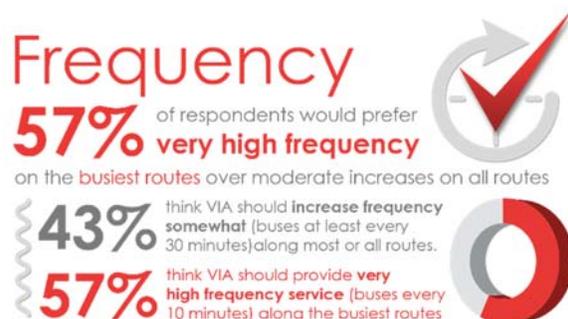
## Community Outreach

As a part of the community-driven process, VIA’s staff participated in 115 community events throughout the Greater San Antonio Region in an effort to solicit input via a survey designed to gauge their preferences regarding key connections for transit investments. The survey was also available online (active from October 21 to December 22, 2015), and both formats were available in both English and Spanish. In total, VIA collected 2,715 survey responses. Key findings from the survey include:

- There was strong support for **dedicated lanes for transit vehicles**, with 87 percent of respondents supporting this type of transit. A slightly larger proportion of respondents in Bexar County supported dedicated lanes for transit vehicles “whenever possible.”



- A small majority of respondents (57 percent) expressed a preference for large increases in **frequency** on the busiest routes (i.e., premium service) over smaller service frequency increases network-wide.



- Respondents were nearly evenly split on the matter of **stop spacing**, with a small (but statistically significant<sup>1</sup>) proportion expressing preference for wider spacing with more frequent service over closer spacing with less frequent service.
- **There was significant interest** in transit investments and expansions of service **across the region**. All corridors were noted by more than **60 percent of respondents** as a medium- or high-priority for transit investment.



## Vision Network Workshops

VIA held a 2040 vision network workshop with the VIA Transit Advisory Council (VTAC) on November 19, 2015. Within the context of the draft proposed 2040 vision network (Figure ES.1), participants were asked to identify development and redevelopment opportunities, important community connections and corridors supporting regional growth, and possible challenges and opportunities for specific corridors. Key feedback from these workshops included:

### *Development and Redevelopment Opportunities*

- Anticipated growth in activity centers on the southern part of town, like Texas A&M San Antonio, Brooks City Base, and Port San Antonio, will drive additional transportation demand. Similarly, major growth is occurring in the northeast area between I-35 and I-10. It is important to have options for transportation in these growing areas.
- Fredericksburg Road at Balcones Heights was identified as an area with redevelopment potential. Also, participants pointed to the Pearl District, Southtown, and the San Antonio College area as excellent examples of mixed use development.

### *Important Community Connections*

- The group sought additional information on what density levels are needed to support premium transit corridors.

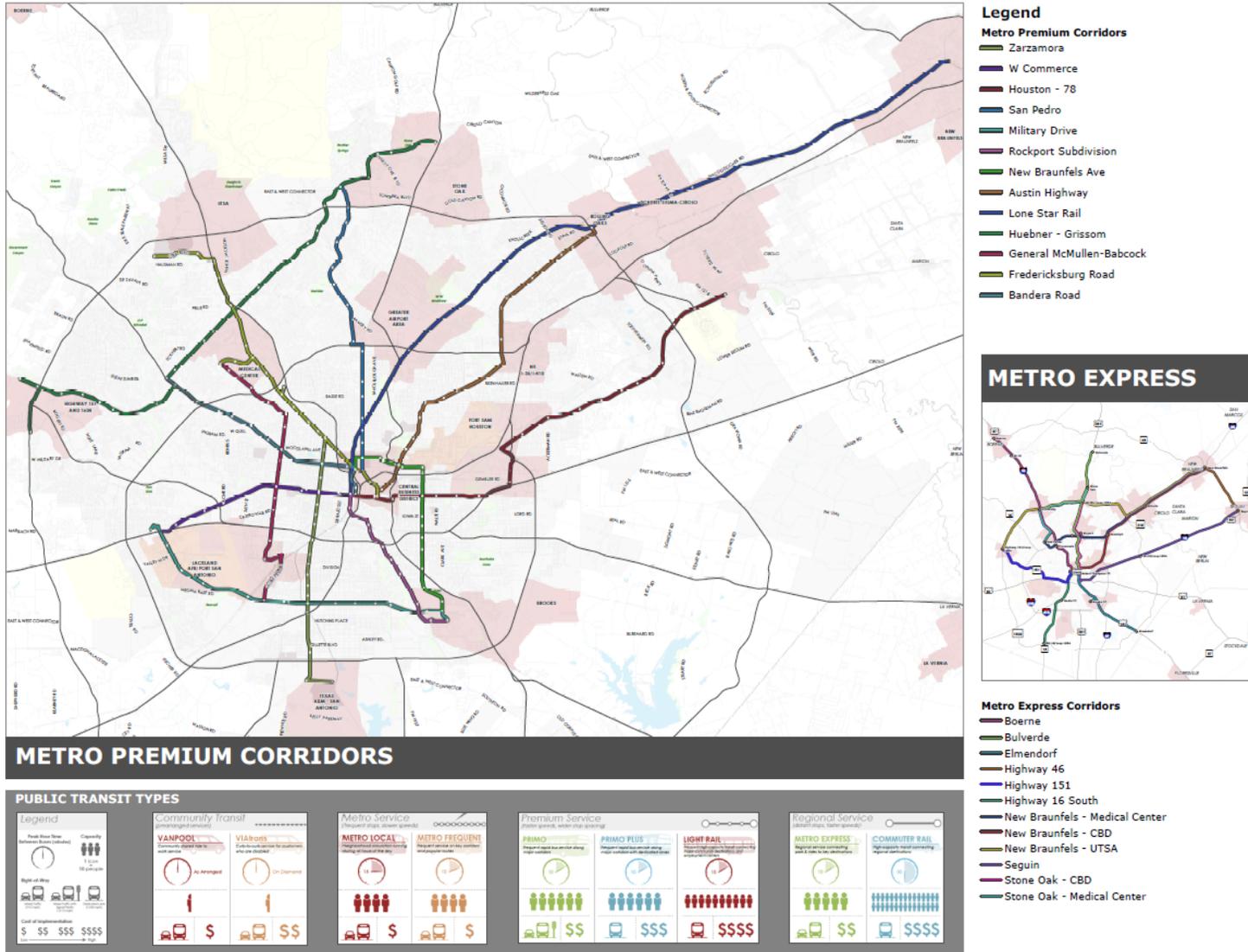
<sup>1</sup> The 95 percent margin of error for MSA-wide statistics is between one and two percent.

- While activity center-to-activity center connections are important, circulation within activity centers are also important, such as within the South Texas Medical Center, University of Texas San Antonio (UTSA), and the airport area. The group discussed streetcar and local services as potential circulator options.
- The system could benefit from an improved east-west connection, perhaps along Loop 410, Wurzbach Parkway, or providing a better connection along Loop 1604 while keeping in mind the last mile. The east-west corridor along East Commerce and East Houston Streets was also seen as a corridor of opportunity.

### *Other Challenges and Opportunities*

- Transit priority type treatments were discussed to help the express service and also the premium transit corridors.
- Fixed route service does not always have to provide the last mile connection. Alternative options, such as ride-hailing companies like Lyft and Uber or car sharing, provide opportunities to supplement the fixed route network.

Figure ES.1 Draft 2040 Vision Network Table Maps for VTAC Discussion





# 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. In early 2015, VIA launched the development of the community-driven Vision 2040 Long Range Plan , resulting in potential high-capacity transit projects, identification of station areas and suggested land uses, and identification of critical enhancements to local bus 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.

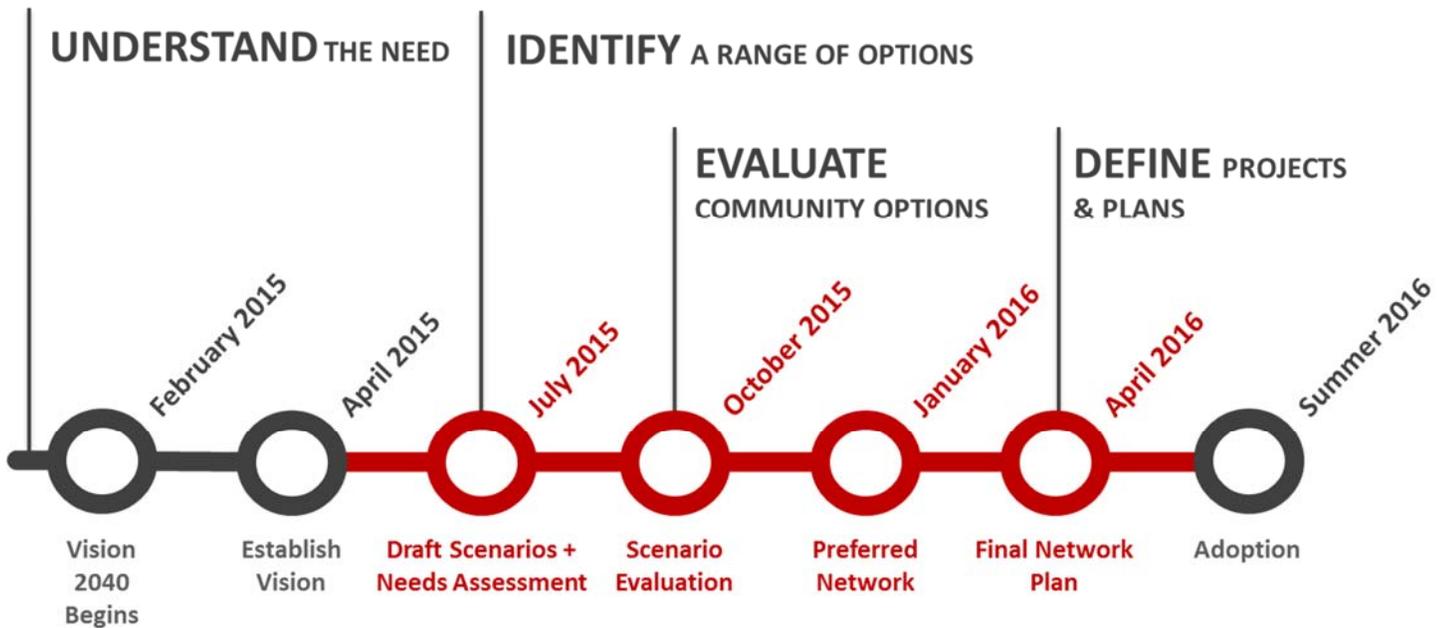
VIA designated four key phases for the Vision 2040 Long Range Plan development process (Figure 1.1). Each phase was informed by stakeholder engagement activities that inform and solicit feedback from key groups across the community. This document summarizes the key findings from the stakeholder involvement activities supporting Phase 2: Identify a Range of Options. In Phase 2, VIA identified key corridors that connect the region’s activity centers and developed a list of network elements and services types (including local bus service enhancements, high-capacity transit, and potential innovation solutions) from which to build a Vision 2040 transit network. Key activities supporting the second round of stakeholder involvement included:

- **The VIA Vision 2040 Community Survey Phase 2.** This survey represents the second round of survey-based public outreach for the Vision 2040 Long Range Plan. While the first survey focused on general preferences and desires regarding different elements of transit, this second survey was designed to gauge respondents’ preferences regarding key connections for transit investments. Section 2.0 provides a summary of the extensive outreach activities conducted between October 28 and December 4, 2015 to distribute the survey, and Section 3.0 summarizes the survey findings.
- **Vision Network Workshop.** VIA held a vision network development workshop with the VIA Transit Advisory Council (VTAC). VIA presented preliminary results of the premium service corridors in terms of access to population, jobs, and projected ridership and invited representatives from the community to comment on possible challenges and opportunities for specific corridors, development and redevelopment opportunities, important community connections, and corridors supporting regional growth. Section 4.0 provides a summary of the VTAC’s input during the workshop.
- **Local and Regional Coordination with Partner Agencies.** VIA maintained continual collaboration with local and regional agencies throughout the Vision 2040 planning process. Section 5.0 summarizes the discussions held with planning or municipal staff at municipalities and

partner agencies around the Greater San Antonio Region during the months of September through December 2015.

In combination with a technical analysis, the stakeholder input summarized in this report helped VIA further refine the preferred vision network (Phase 3) and led to the development of the Vision 2040 Long Range Plan and implementation strategy (Phase 4).

Figure 1.1 Vision 2040 Phases and Key Milestones





## 2.0 Community Outreach

During Phase 2, VIA conducted a multidepartmental effort to provide opportunity for broad community participation in the Vision 2040 Community Survey Phase 2. The outreach campaign launched on October 28 and continued through December 4, 2015. Building on the lessons learned from the Phase 1 stakeholder outreach process, VIA focused on expanding outreach by targeting larger-scale events (such as Morgan’s Wonderland, AccessAbility Fest, SolarFest, and Business Connect 2015), finding opportunities to target the 13-20 year old demographic (including GIS Day and CORE 4 STEM), and increasing outreach to VIA customers. This section summarizes VIA’s extensive community outreach activities completed during the campaign.

### 2.1 Targeted Outreach and Community Events

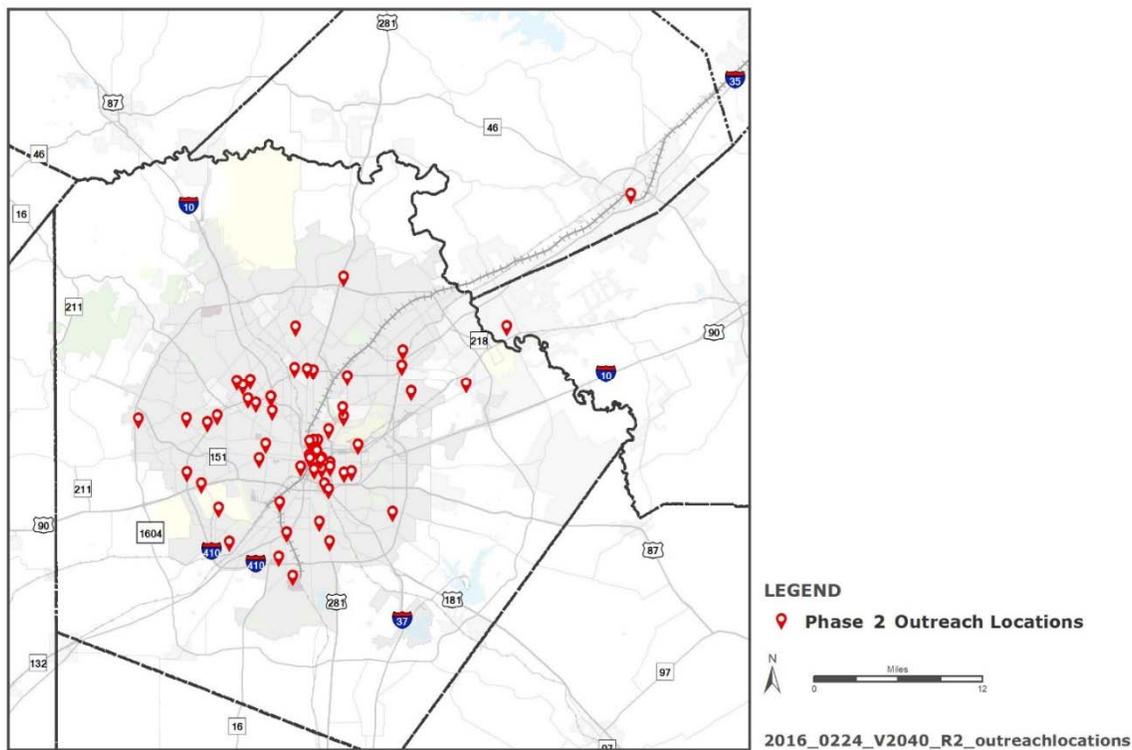
During the five-week Phase 2 community outreach campaign, VIA’s Local Government and Community Relations (LGCR), Strategic Planning and Project Development (SPPD), and Marketing and Communications staff participated in at least 115 events related to Vision 2040, averaging 3.5 events per day (Table 2.1). Figure 2.1 depicts the various outreach locations and Appendix A provides a comprehensive list of the events VIA attended. These events provided VIA staff the opportunity to disseminate brochures or communicate information about the Vision 2040 planning process to an estimated 32,750 individuals.

Table 2.1 Attendance at Community Events in the Greater San Antonio Region

Week of	Number of Events Related to Vision 2040	Estimated Individuals Reached Based on Events
October 26, 2015	18	6,500
November 2, 2015	19	3,000
November 9, 2015	20	6,750
November 23, 2015	6	2,500
November 30, 2015	30	5,000
<b>Total</b>	<b>115*</b>	<b>32,750</b>

\* Total includes other additional VIA events that LGCR staff assisted with, including the Centro Plaza dedication, VIA’s Holiday Special on the Blue Route, Classroom on Wheels, outreach related to fare and route changes, Poetry on the Bus, and various other public engagement meetings and activities.

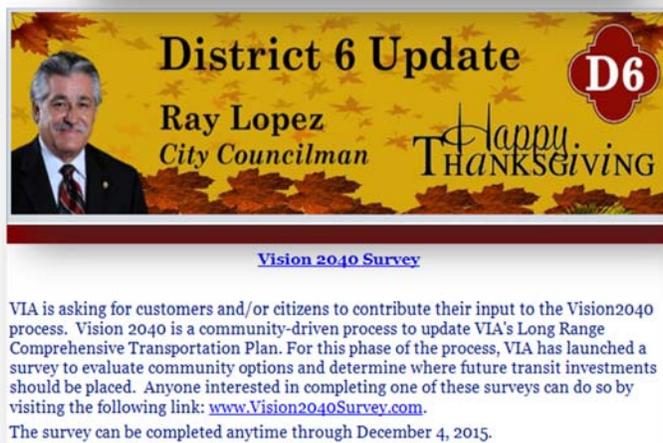
Figure 2.1 Outreach Locations throughout the Region – Phase 2



## 2.2 Support from Elected Officials and VIA Partners

Invitations to participate in the survey were shared by numerous elected officials, including Mayor Ivy Taylor, San Antonio City Councilmembers, suburban cities’ representatives, the Alamo Area Metropolitan Planning Organization (AAMPO), and the Alamo Area Council of Governments (AACOG). Figure 2.2 provides examples of invitations elected officials distributed to their constituents encouraging participation in the VIA Vision 2040 Community Survey Phase 2.

Figure 2.2 Sample Survey Announcements from Elected Officials and VIA Partners



## 2.3 Social Media, News Media, and Paid Advertising

VIA also promoted the survey through a variety of social and news media outlets as well as paid advertising. Social media activity between October 28 and December 4, 2015 included:

- 32 posts on Facebook, including 19 shares and 83 likes resulting in an estimated reach of 11,230 and 430 interactions;
- 30 Tweets (Figure 2.3), including 33 Favorites and 43 Retweets resulting in an estimated reach of 14,588 and 244 interactions;
- 3 posts on Instagram, resulting in 31 likes.

News media, both in print and online, resulted in 20 stories and placements from news releases and interviews. VIA purchased paid advertising in the Observer, La Prensa, and Facebook (Appendix B).

Figure 2.3 Sample Twitter Announcement



## 2.4 Print and Digital Survey Outreach

VIA distributed print and digital information on the Vision 2040 Community Survey Phase 2 to a variety of employers, professional organizations, public agencies, and neighborhood organizations. The following groups received print and digital survey announcements:

- **VIA Email and Customer Subscribers**, including Transit Meetup, Vision 2040 subscribers, Employer Purchase Pass Program, VTAC, etc.;
- **VIATrans Riders**;
- **VIA Member Cities**, including outreach to all elected officials and city management of member cities;
- **Professional Organizations**, including the San Antonio Manufacturing Association, Apartment Association, Associated General Contractors – San Antonio Chapter, Real Estate Council, San Antonio Board of Realtors, San Antonio Mobility Coalition, Urban Land Institute, etc.;
- **Large Employers**, including Frost Bank, Genesis, Goodwill Industries, Harland Clark, H-E-B, Holt Cat, Hyatt, Keller Williams, Nix, NuStar, Pearson, San Antonio Water System (SAWS), SWBC, etc.;
- **Chambers of Commerce**, including Alamo Asian, Alamo City, Alamo Heights, Christian Business, Leon Valley, North San Antonio, San Antonio, San Antonio Hispanic, San Antonio LGBT, San Antonio West, San Antonio Women's, South San Antonio, Tri-County, etc.;
- **Public Agencies**, including the Texas Department of Transportation (TxDOT), City of San Antonio, Bexar County, AACOG, AAMPO, San Antonio River Authority, CPS Energy, SAWS, etc.;
- **All Registered Neighborhood Associations within the City of San Antonio**;
- **DBE Database of vendors in the San Antonio Metropolitan Statistical Area (MSA)**;
- **All public libraries within the Greater San Antonio Region**; and
- **San Antonio Housing Authority properties, and other non-profit housing agencies.**

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## 3.0 Survey Summary

The VIA Vision 2040 Community Survey Phase 2 was designed to gauge respondents' preferences regarding key connections for transit investments. The survey contained three major components:

- A question section focused on preferences of transit service characteristics;
- A corridor preference section focused on identifying key geographic connections for investment; and
- A general comments section soliciting experiences, concerns, and desires of residents of the Greater San Antonio Region.

The survey was active from October 21 to December 22, 2015 and was available in both English and Spanish. VIA received 2,715 responses through both the online portal and its paper equivalent. The majority of responses were from within Bexar County, but about 120 responses were received from other counties in the San Antonio–New Braunfels MSA. The survey results described in this section were combined with technical analysis to help guide and refine the development of the Vision 2040 Long Range Plan transit network.

### 3.1 Survey Questions

The first section of the survey contained three questions designed to gauge respondents' preferences regarding features of transit service:

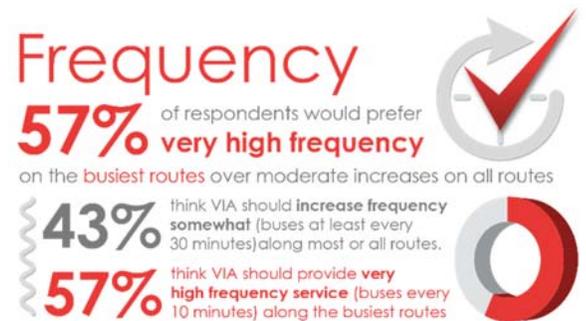
- **“Stop Spacing:** Having bus stops spaced further apart can help decrease travel times and ensure that buses arrive according to schedule; however, riders may have to walk further to reach a stop.
  - I would be willing to walk a little further to reach a bus stop where the bus arrives frequently.
  - It is important to me that stops are as close as possible to my home or destination, even if it means waiting a little longer for the bus.
- **Frequent Routes:** More frequent service requires more transit vehicles. Given a limited number of additional vehicles, how should VIA improve frequency?

- VIA should increase frequency somewhat (buses at least every 30 minutes) along most or all routes.
- VIA should provide very high frequency service (buses every 10 minutes) like Primo along the busiest routes.
- **Dedicated Lanes:** Transit and other high-occupancy vehicles could have increased reliability if they were given dedicated lanes when highways and roadways are improved.
  - Transit vehicles should always share the road with other vehicles.
  - Transit vehicles should have their own lane in congested areas like on freeways, busy intersections, or downtown; or during rush hour.
  - Transit vehicles should have their own lane wherever possible.”

A small majority of all respondents that answered the Stop Spacing question expressed a preference for higher-frequency service in exchange for fewer stops and having to walk a little farther to reach a bus stop (Figure 3.1 left); when examined by county, respondents outside of Bexar County were more willing to “walk a little further” for higher-frequency service than those inside Bexar County (Figure 3.2, left). This question received 2,409 responses.



Just over half of respondents that answered the Frequent Routes question preferred higher frequencies “along the busiest routes” to “somewhat” increased frequency along all routes (Figure 3.1, center). There was no statistically significant<sup>2</sup> difference between responses in and outside of Bexar County (Figure 3.2, center). This question received 2,406 responses.



Half of the respondents that answered the Dedicated Lanes question stated that transit vehicles should have dedicated lanes “in congested areas”; 38 percent of respondents stated that transit vehicles should have dedicated lanes “whenever possible,” and 12 percent of respondents stated that transit vehicles should “always” share the road with other vehicles (Figure 3.1, right). Respondents from Bexar County were somewhat more likely to state that dedicated lanes should be provided for transit vehicles “whenever possible”; however, the proportion stating that transit vehicles should “always” share the



<sup>2</sup> Using a  $\chi^2$  test, at any reasonable level of significance.

road with other vehicles was about the same among respondents from inside and outside Bexar County (Figure 3.2, right). The proportion of respondents for each category did not change substantially based on reported frequency of ridership; however, respondents who “Never” ride VIA transit were slightly more likely to prefer some sort of transit lane priority when conditions are congested rather than “whenever possible” as opposed to respondents “always” or “sometimes” using VIA transit (Figure 3.3). This question received 2,402 responses.

Figure 3.1 Survey Responses

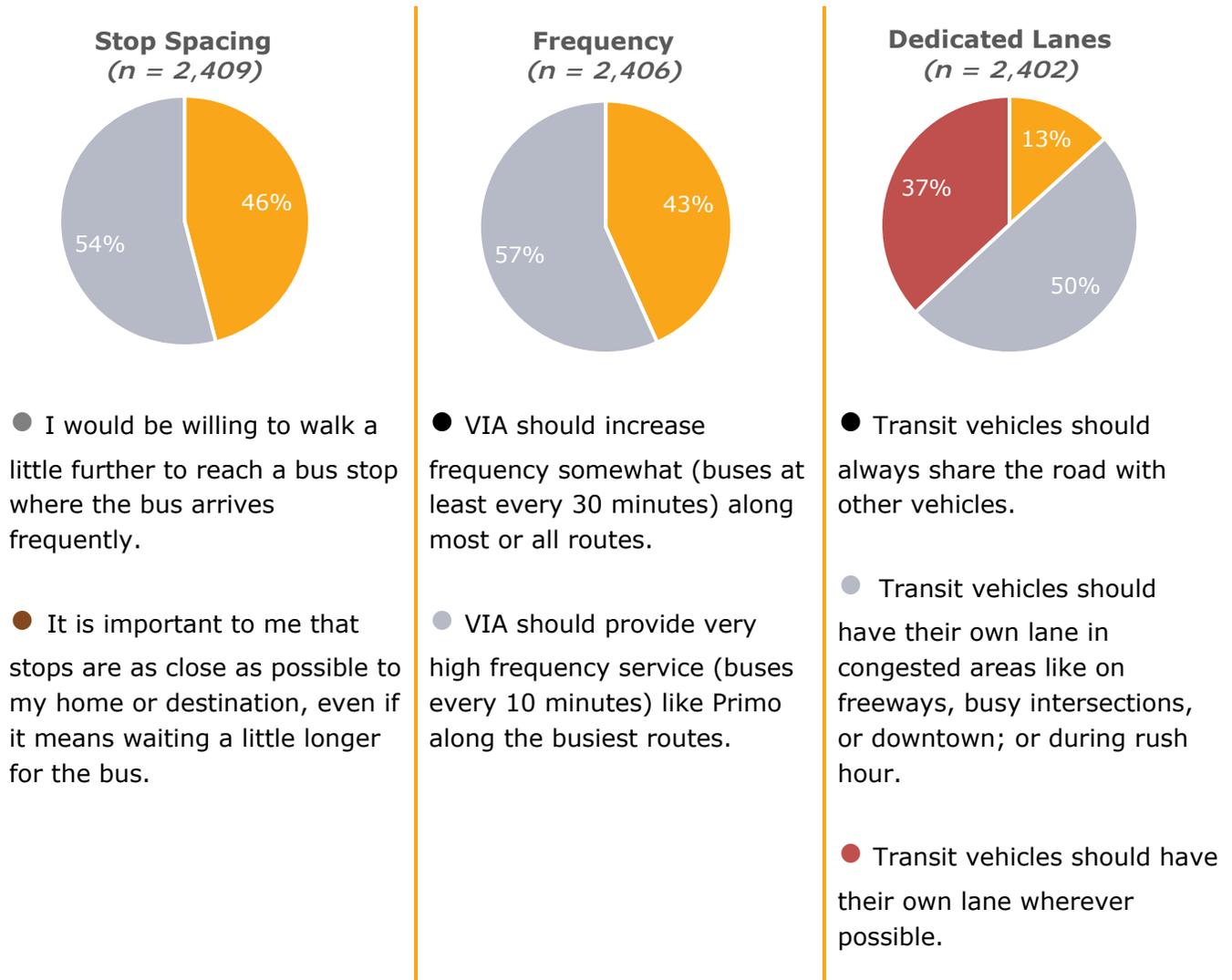
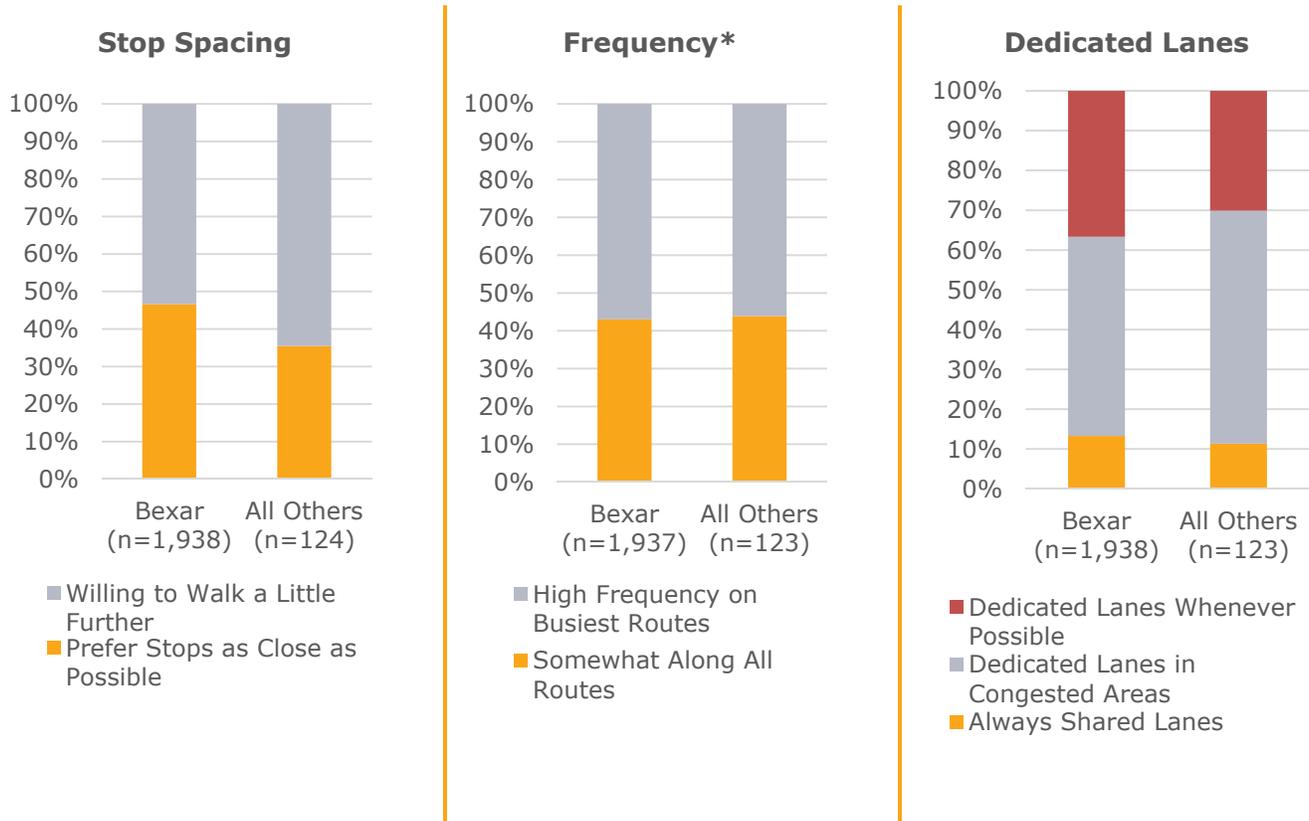
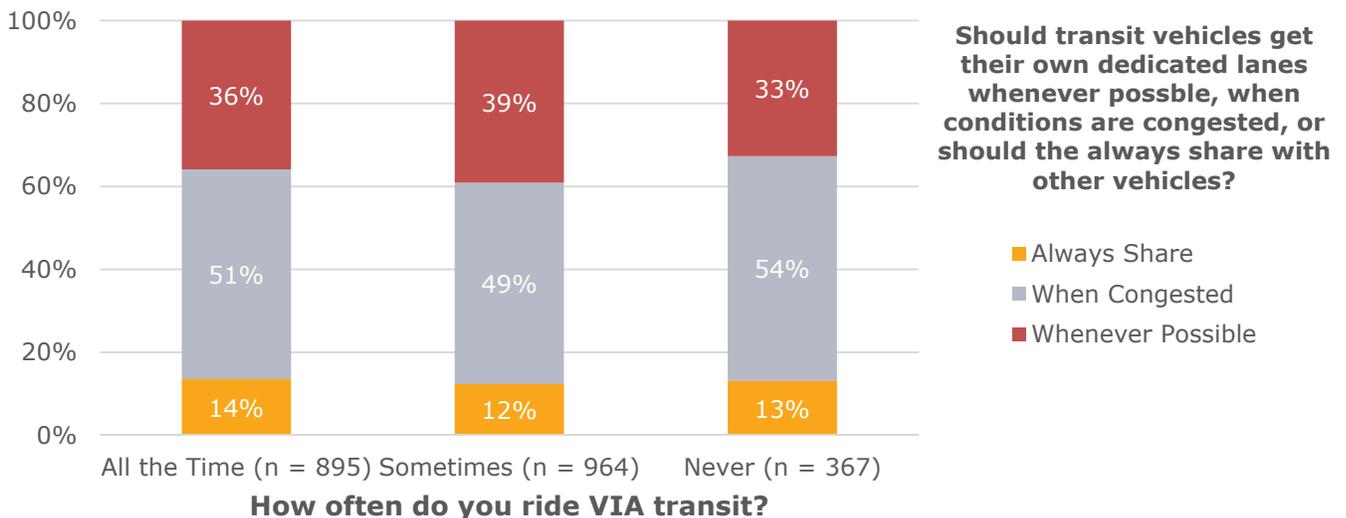


Figure 3.2 Survey Questions – By County



\* Difference between Bexar and other counties not statistically significant.

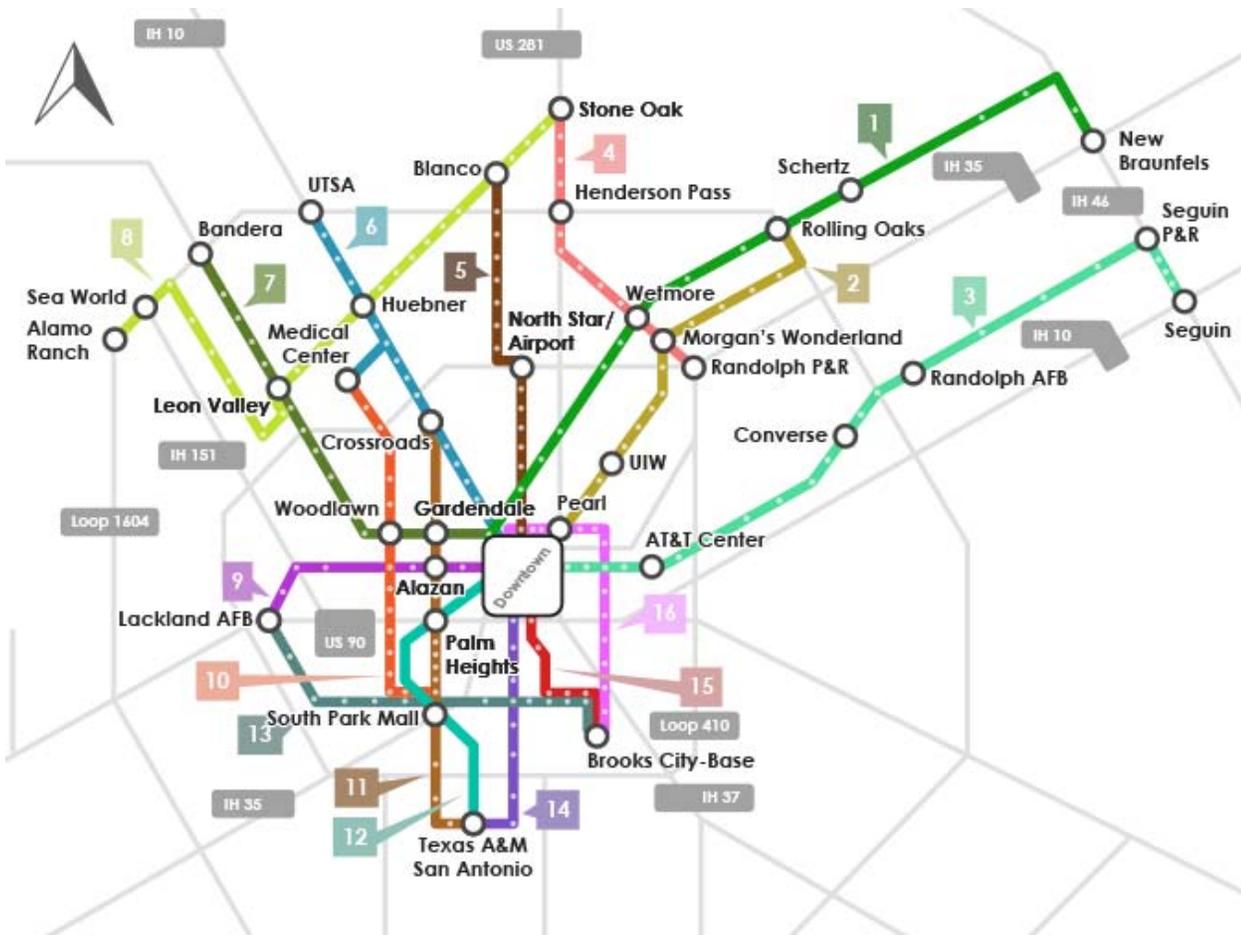
Figure 3.3 Dedicated Lanes by Ridership Frequency



### 3.2 Corridor Preferences

The second section of the survey asked respondents to express their priorities for 16 different premium corridors (Figure 3.4, Table 3.2). Respondents were shown four corridors at a time; a preference scale of one (lowest priority) to three (highest priority) was used.

Figure 3.4 Corridor Selection Map



More than 60 percent of respondents rated the Fredericksburg Road corridor with a “3,” the highest proportion of any corridor by a substantial margin. The remaining top five routes were Zarzamora, San Pedro, New Braunfels–Downtown San Antonio, and General McMullen–Babcock (Figure 3.5). There was significant interest in transit investments and expansions of service across the region. All corridors were noted by more than 60 percent of respondents as a medium- or high- priority for transit investment.

Respondents from outside of Bexar County rated the New Braunfels–Downtown San Antonio corridor much more highly than those within (Figure 3.6, Figure 3.7).

Figure 3.5 Corridor Preferences – All Responses ( $\bar{n}$ =1,989)

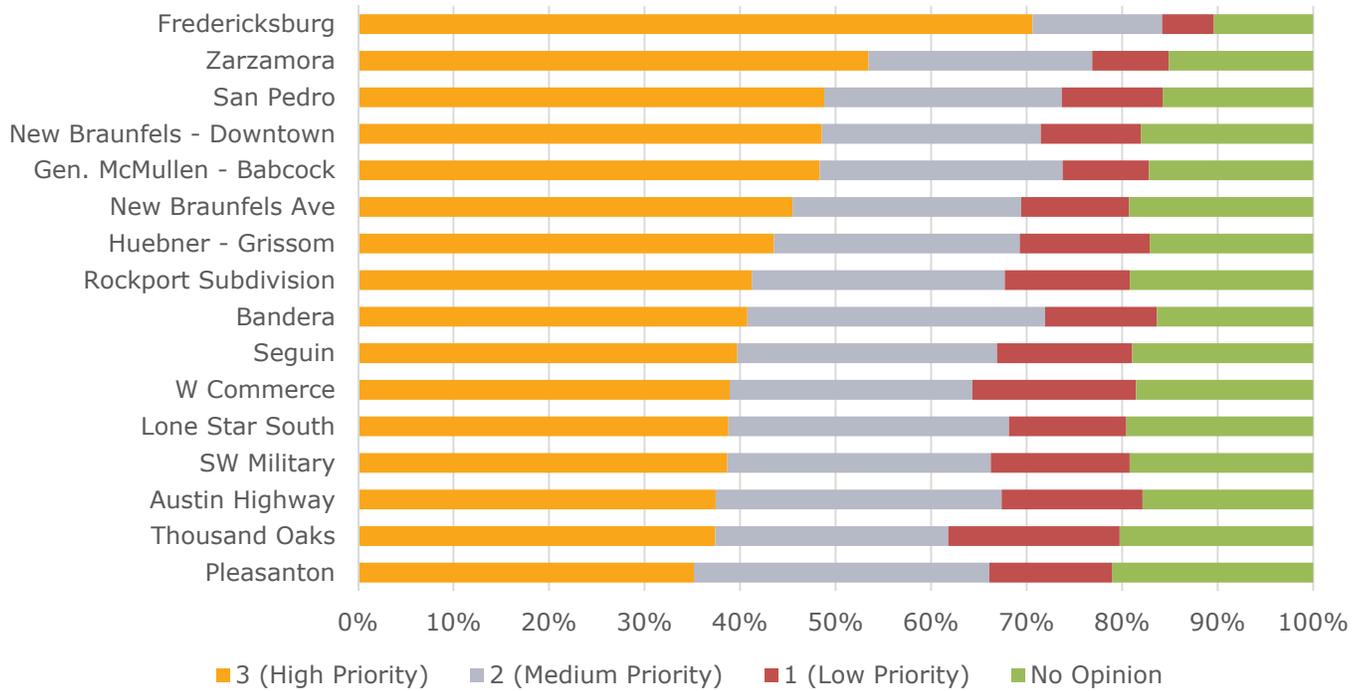


Figure 3.6 Corridor Preferences – Bexar County ( $\bar{n}$ =1,967)

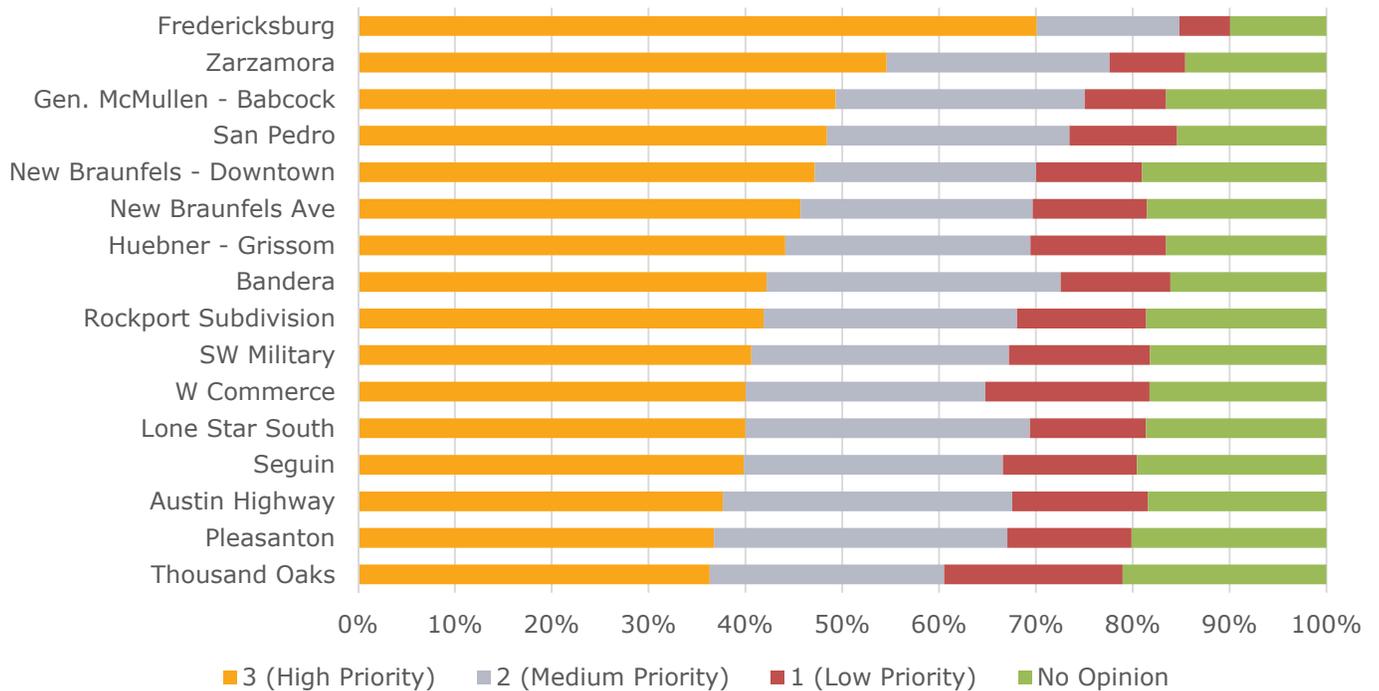
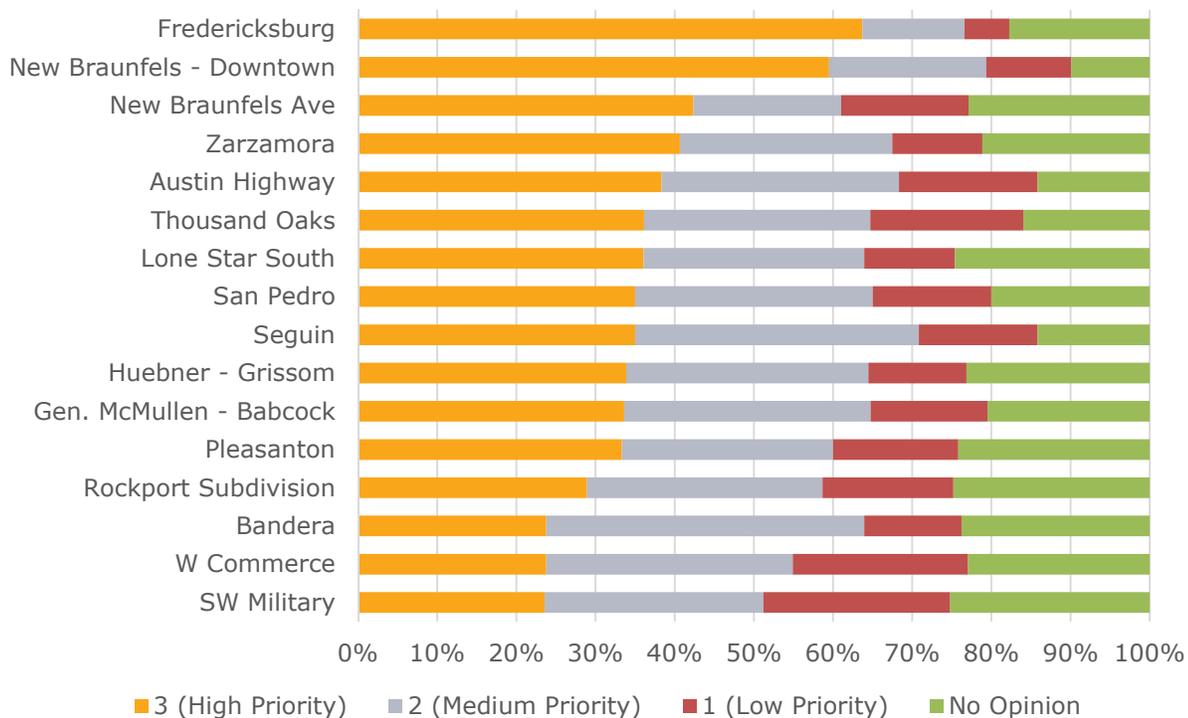
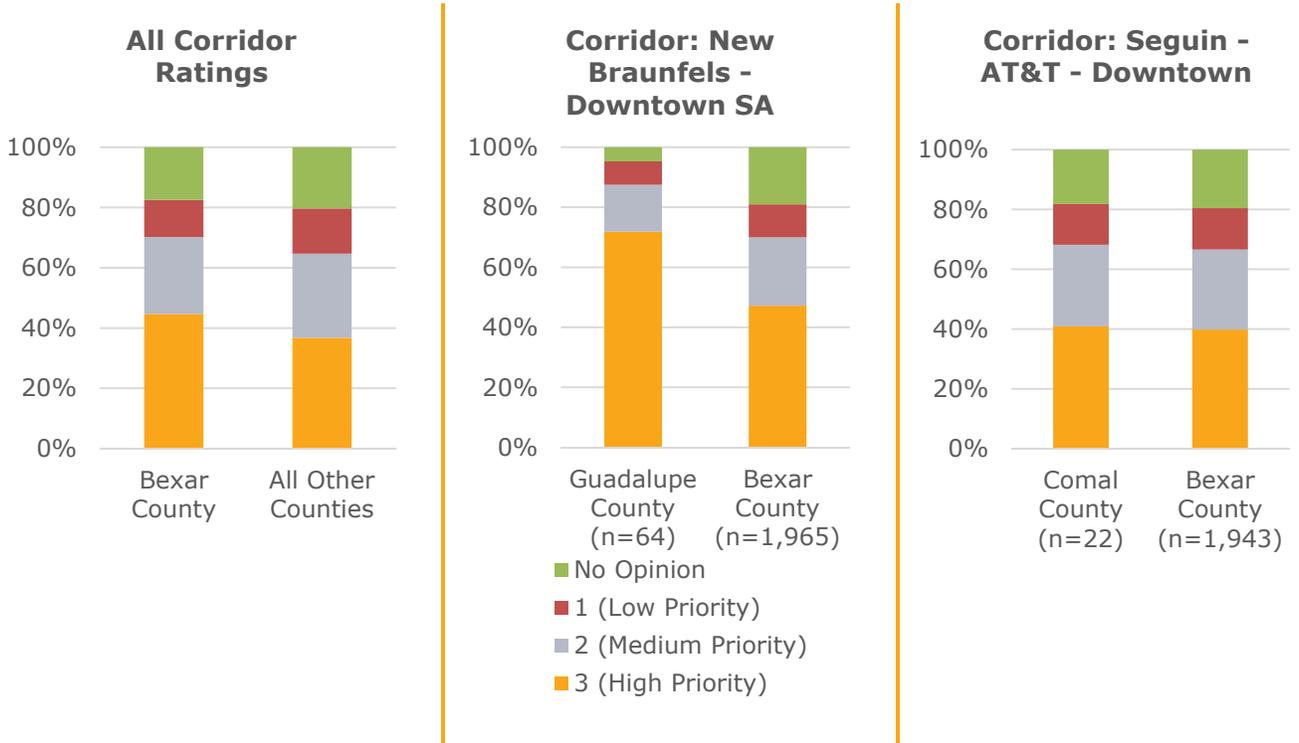


Figure 3.7 Corridor Preferences – All Other Counties ( $\bar{n}$ =121)



In general, respondents from outside of Bexar County assigned the corridors a lower priority rating than respondents within Bexar County (Figure 3.8, left). However, respondents from Guadalupe County (which contains New Braunfels) were much more likely to prioritize the New Braunfels-Downtown San Antonio corridor (Figure 3.8, center). On the contrary, the corresponding trend was not observed for respondents in Comal County (which contains Seguin) regarding the E Houston-FM 78–Seguin corridor (Figure 3-8, right). Respondents from Comal County rated the E Houston-FM 78–Seguin corridor nearly identically to those in Bexar County.

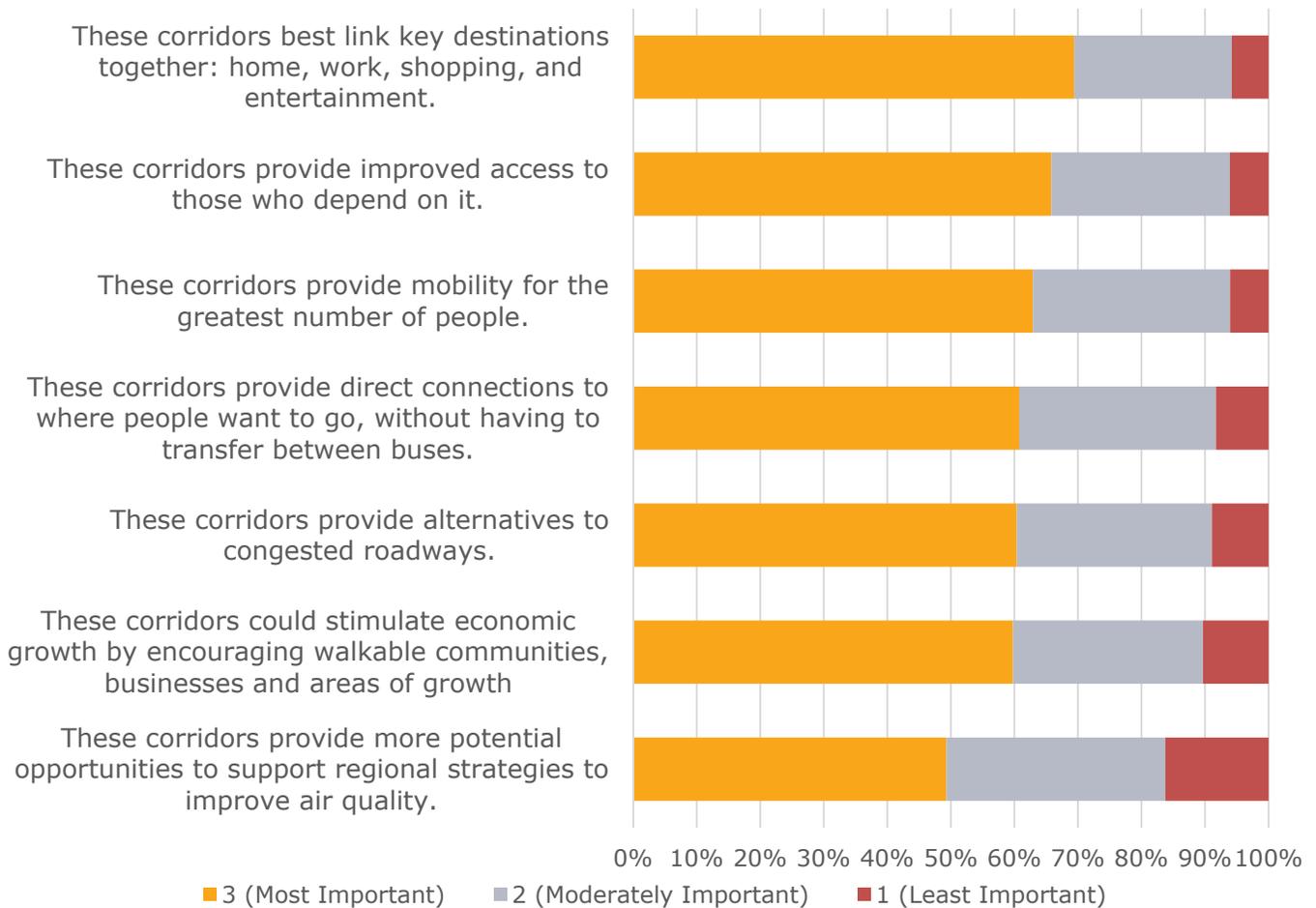
Figure 3.8 Corridor Preferences – Selected Counties



Respondents were asked to provide the relative importance of the *reasons* for prioritizing corridors using a 1-3 scale. The highest-rated choice was “These corridors best link key destinations together: home, work, shopping, and entertainment” (Figure 3.9).



Figure 3.9 Reasons for Selecting Preferred Corridors ( $\bar{n} = 2,338$ )



### 3.3 General Comments

The next section of the survey asked respondents for any general comments on “key station locations, important transfers, hours of service, concerns about accessibility, or anything else.” From a total of 700 comments, 37 comments are provided below as examples of the feedback received from the survey respondents (Table 3.1). Comments are identified into six spatial categories based on the ZIP code of respondent. The comments span a variety of subjects, from High-Capacity Transit (HCT, e.g. Primo or Light Rail) to concerns about congestion. The full database of verbatim comments is provided in Appendix C.

Table 3.1 Selected Comments

Count										Comment
High Capacity Transit	Express	Loopers (550/551)	Mobility	Congestion	Frequency	Transfers	Amenities	Service Area	Urban Form	
8	2	6	10	4	6	2	4	9	3	
<b>Between the Loops (410 and 1604)</b>										
					✓	✓				Buses should be at least every 30 minutes vs. every hour. It takes me 90 minutes to ride a 15 minute drive. Mostly due to the wait time between transfers.
✓										Primo is awesome.
✓				✓						The route from downtown to Fred Road, medical center, and UTSA west campus is heaviest in traffic. LRT down that route would enhance neighborhoods, and provide great destinations.
			✓							I believe all education facilities and downtown should get highest priority.
		✓								Bus 551/550 is always filled with people leaving North Star Mall, people are always standing up. These buses needs to run more frequently.
<b>Inner Ring Suburbs (Inside Loop 410)</b>										
							✓			While I understand VIA's political priority to serve as many municipalities as possible, it is far more critical that high-quality service is provided to those who need it most. It makes no sense to launch new service to New Braunfels or Seguin when we don't even have the high frequency, reliability, or fixed-route service that we need inside Loop 410.
✓										In order for San Antonio to become a world class city that people will want to live in, I strongly suggest that we incorporate light rail in the near and long term plan.
								✓		Bus travel is always going to be inefficient while our development policies encourage sprawl and low density development.
					✓					Need more buses, every 10 minutes.
						✓		✓		Living on the west side it is very difficult to travel to different parts of the west side w/o having to transfer downtown first. These plans look like it would solve that dilemma.
					✓					Frequency is crucial! Knowing that if I miss my bus and won't have to wait more than another 10 or 15 minutes for the next one is what will make the difference between current availability and true widespread adoption...
		✓								Need more buses on 551 Looper and if possible also 550.

Count										Comment
High Capacity Transit	Express	Looper (550/551)	Mobility	Congestion	Frequency	Transfers	Amenities	Service Area	Urban Form	
8	2	6	10	4	6	2	4	9	3	
<b>Northeast Corridor (IH 35 and IH 10)</b>										
	✓		✓					✓		Would love to see the routes going out to Seguin and New Braunfels in the Northeast side of town to happen, very hard to get around over there if you have no car.
✓							✓			Light Rail will be the best thing for San Antonio public transportation. Primo is a big improvement for SA and would be even better if added to other routes...24 hour service would be great!
							✓			I think the buses should run later.
	✓							✓		Express service from outlying areas to and from downtown would be important to me.
			✓	✓				✓		I would like to see our community connected...There are more and more people building and buying out here and the roads are so congested.
				✓			✓			The future needs will be to have more available options and relieve congestion....
			✓					✓		I wish the Seguin route was not so limited.
✓	✓									Primo is a big improvement for SA and would be even better if added to other routes (550/551-Airport).
	✓			✓						The 550/551 should be more frequent.
<b>Outer North (Outside Loop 1604)</b>										
			✓					✓		Having these kinds of routes will hopefully open up the city to more of its population getting out and about to work or to play. The time it takes to get to destinations is often a large factor in where someone who depends on the bus service can go for employment.
				✓						We need HOV Lanes on our major freeways - IH 10, IH 35, US 281 and eventually along IH 37.
✓							✓			Light rail is not an idea that would work well in SA. The cost to build around flood plains and hills, along with low population density would make it cost prohibitive.
					✓					No route should have more than a ½ hour wait for service.
✓		✓								Important to provide direct high-capacity lateral linkages (i.e. suburb to suburb) to/from major nodes, e.g. Stone Oak-Medical Center, Alamo Ranch-Medical Center, etc.
<b>Outer South (South of SH 13)</b>										
							✓			Please provide late night service or 24/7 service as well and have electronic info at bus stops as to when the next bus is coming.
		✓						✓		We need more coverage for the south county (Bexar) and the small communities along IH 37.
		✓						✓		We need a frequent route from Elmendorf. The bus doesn't run on weekends.

Count										Comment
High Capacity Transit	Express	Looper (550/551)	Mobility	Congestion	Frequency	Transfers	Amenities	Service Area	Urban Form	
8	2	6	10	4	6	2	4	9	3	
			✓							Living on the southeast side, mobility to city-base is a priority as this offers many job opportunities/shopping/.
		✓								The Looper should be broken down in 4 quadrants, the buses should not have to travel all around the city, clockwise or counterclockwise.
<b>Urban Core (Downtown San Antonio)</b>										
										✓ The priority corridors link jobs to high-growth housing areas, which is critical for future economic development.
										✓ Please include bike racks to encourage multi-modal transit. It'd be great to ride a bike to a rail station, ride the rail, then finish the commute on bike.
✓										Because I live downtown, I am most interested in the airport and medical center...Also we should have light rail at least to the airport....think Portland!
					✓					Have more buses running more often.
			✓							I ride the bus everyday-it is very important to get where I need to go.
		✓								Put more buses on Military Dr. 550/551 routes.

### 3.4 Respondent Characteristics

VIA collected a total of 2,715 survey responses. The majority of respondents provided a ZIP code from Bexar County (2,162; 80 percent). Of the remainder, 427 respondents (16 percent) did not provide a ZIP code, and 123 (five percent) were from counties within the San Antonio–New Braunfels MSA but outside of Bexar County (Table 3.2, Figures 3.10 and 3.11).

When respondents who did not disclose their ZIP code are excluded, about 95 percent of respondents resided in Bexar County. According to the 2010 US Census, 80 percent of the population in the San Antonio–New Braunfels MSA resides in Bexar County, indicating that Bexar County was disproportionately overrepresented among respondents.

Characteristics of respondents answering demographic questions were similar to those of the MSA as a whole (Figure 3.12). Slight over-representation was found for middle-aged adults (31-65), African Americans, and those with Graduate and Professional degrees compared to data from the 2010 US Census. The majority (84 percent) of respondents use VIA transit “All the time” or “Sometimes.”

Table 3.2 Responses by Location

	Total	Inside UZA	Outside UZA	No ZIP Provided
Atascosa	8		8	
Bandera	3		3	
Bexar	2,162	2,080	82	
Comal	23	6	17	
Guadalupe	65	50	15	
Kendall	5		5	
Medina	14		14	
Wilson	8		8	
No ZIP Provided	427			427
<b>Total</b>	<b>2,715</b>	<b>2,136</b>	<b>152</b>	<b>427</b>

Figure 3.10 Respondents by County

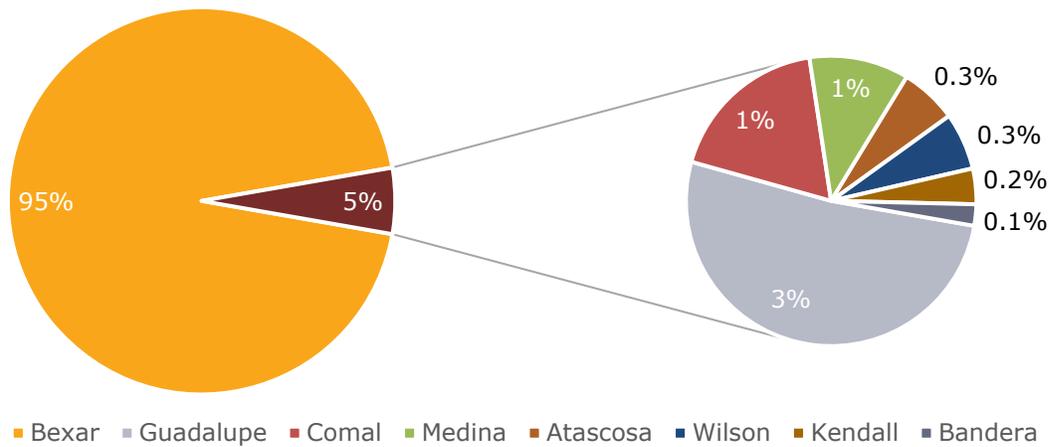


Figure 3.11 Phase 2 Survey Responses by ZIP Code

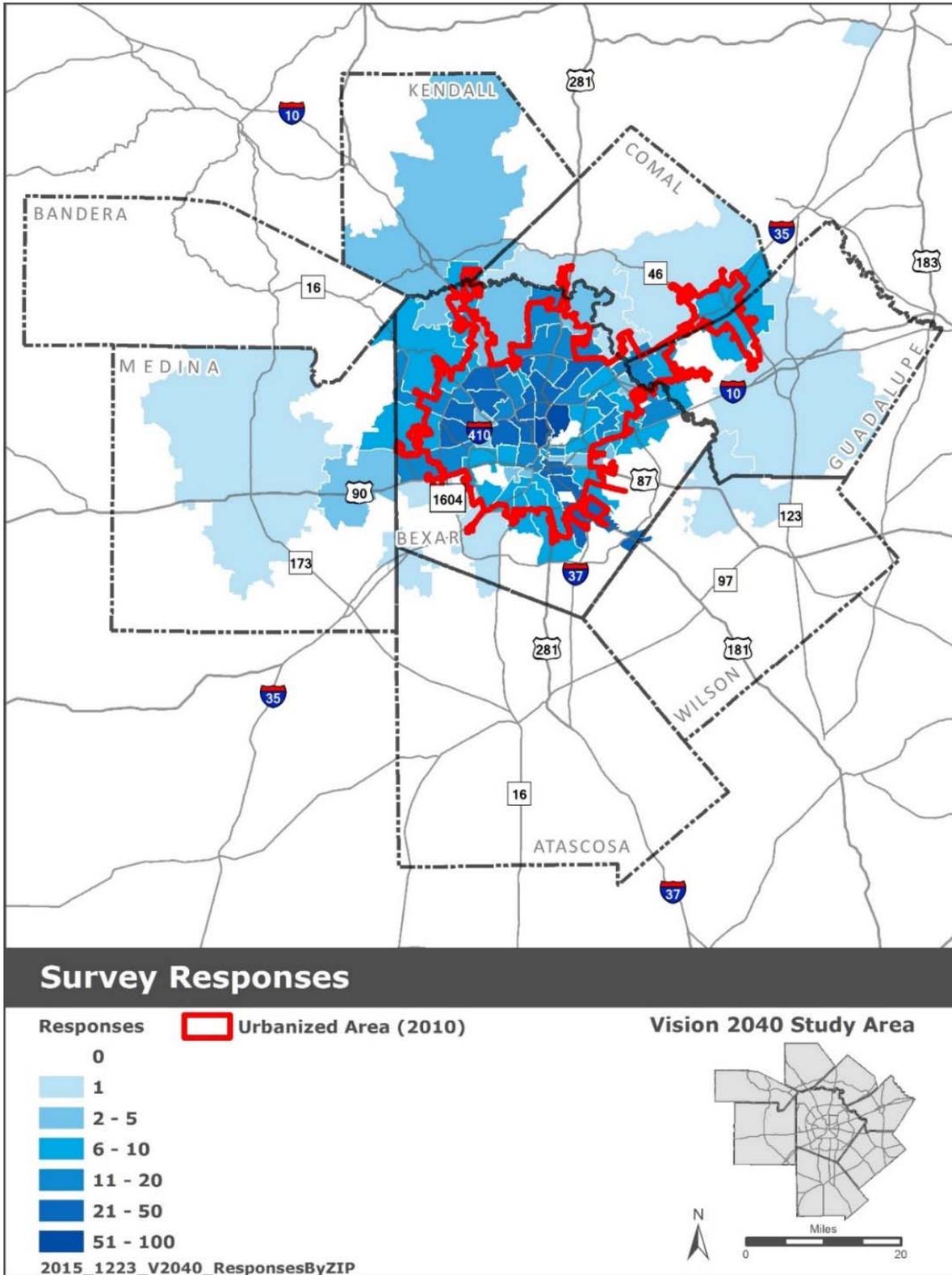
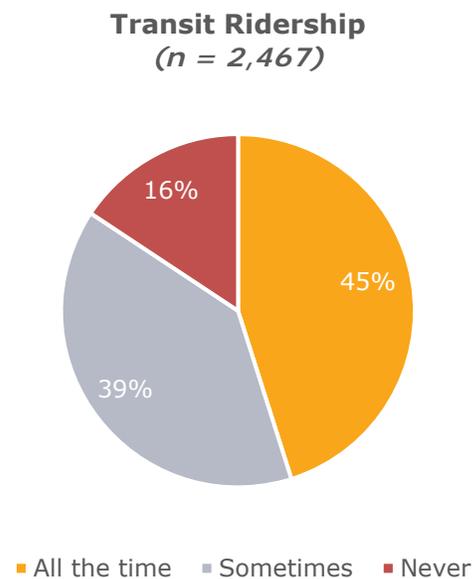
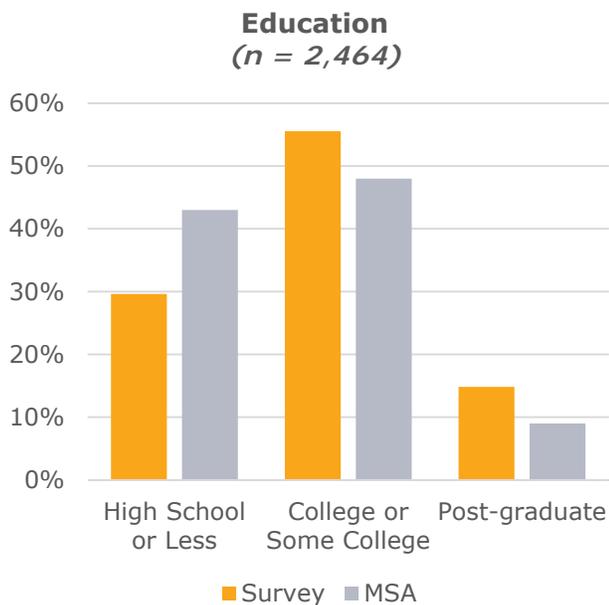
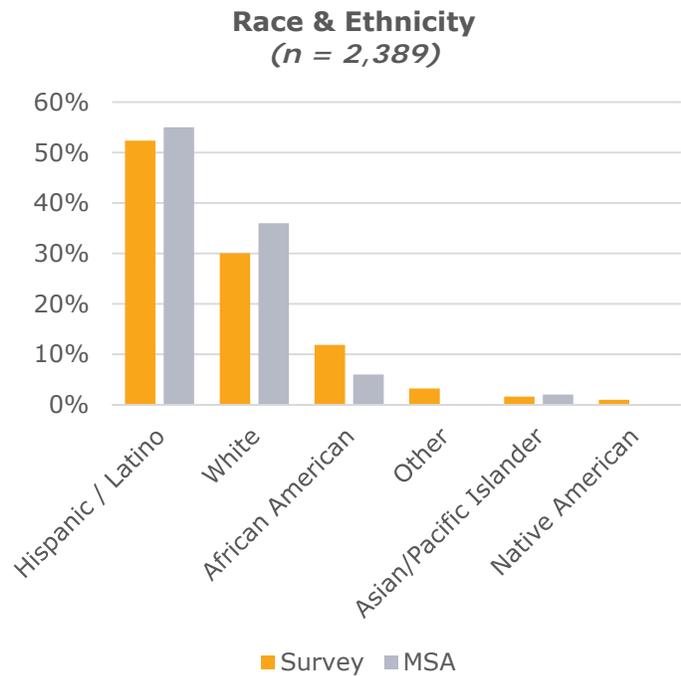
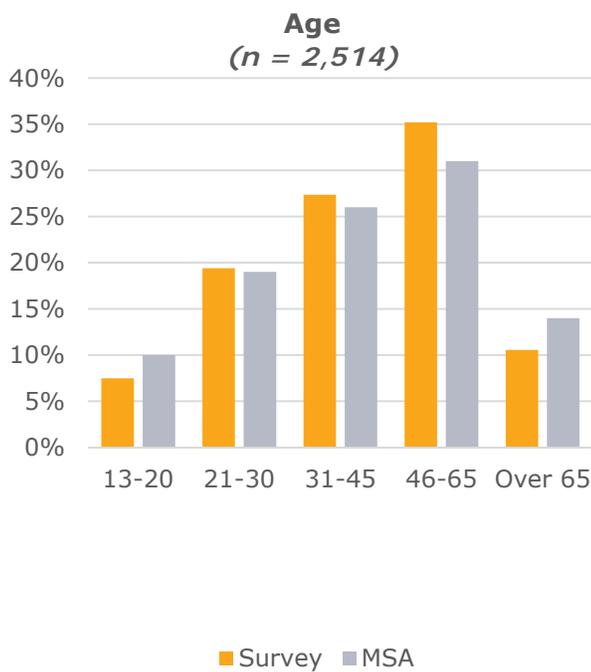


Figure 3.12 Responses by Demographic



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## 4.0 Vision Network Workshop

VIA held a vision network development workshop during Phase 2 (Table 4.1) to present preliminary results of the premium service corridors and invite feedback from stakeholder representatives related to possible challenges and opportunities for specific corridors, development and redevelopment opportunities, important community connections, and corridors supporting regional growth.

Table 4.1 Vision Network Workshop Location

Group	Date	Location	Attendees
VTAC	11/19/2015	Pape Dawson Corporate Headquarters, 2000 NW Loop 410	36 (VTAC Members)

### 4.1 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 VTAC workshop began with a presentation from Brian Buchanan, VIA Senior Vice President of Development on the evaluation process for local, express, and premium services. The presentation showed preliminary results of the premium service corridors in terms of access to population, jobs, and projected ridership.

Following the presentation, the group attendees were divided into three groups and asked to identify development and redevelopment opportunities, important community connections and corridors supporting regional growth, and possible challenges and opportunities for specific corridors. In the large group, each group leader presented information discussed in their respective small groups.

#### 4.1.1 Key Themes from Group 1

##### **Development and Redevelopment Opportunities:**

- Major growth is occurring in the northeast area between I-35 and I-10.
- Redevelopment potential was identified at Fredericksburg Road at Balcones Heights.

##### **Important Community Connections:**

- The group sought additional information on what density levels are needed to support premium transit corridors.
- While activity center-to-activity center connections are important, circulation within activity centers are also important, such as within the South Texas Medical Center, UTSA, and the airport area. The group discussed streetcar and local services as potential circulator options.
- The group discussed the need to connect Loop 410 and SW Military to downtown given the prevalence of multifamily residential buildings in the area.

##### **Other Challenges and Opportunities:**

- The group noted major traffic problems on I-10 East.
- Transit priority type treatments were discussed to help the express service and also the premium transit corridors.

#### 4.1.2 Key Themes from Group 2

##### **Development and Redevelopment Opportunities:**

- Anticipated growth in activity centers on the southern part of town, like Texas A&M San Antonio, Brooks City Base, and Port San Antonio, will drive additional transportation demand.
- The group identified Alamo Ranch as another area experiencing rapid growth that is moving into Medina County. It is important to have options for transportation in these growing areas.

##### **Important Community Connections:**

- Ensure connectivity to the rural areas that are not being shown on the maps but do have carpools coming into the urban employment centers. I-35 has bi-directional travel with people traveling south into the City of San Antonio and also north to Austin.
- East-west corridors along Loop 1604 and Wurzbach Parkway could provide critical connections as improvements are made to those corridors.

### **Other Challenges and Opportunities:**

- Fixed route service does not always have to provide the last mile connection. Alternative options, such as ride-hailing companies like Lyft and Uber or car sharing, provide opportunities to supplement the fixed route network.

#### *4.1.3 Key Themes from Group 3*

### **Development and Redevelopment Opportunities:**

- South San Antonio was identified as the land of opportunity; consider not only the projections being made but where there is opportunity for growth.
- Millennials are important to consider if the Greater San Antonio Region wants to be competitive with job markets. The Pearl area, Southtown, and Alamo Community Colleges were discussed. The San Antonio College area is an excellent example of creating a mixed use, transit supportive environment.
- The group discussed the potential for a new regional airport and speculated where it would be located and what redevelopment opportunities exist for the existing airport site.

### **Important Community Connections:**

- There is a need for an improved east-west connection, perhaps along Loop 410, Wurzbach Parkway, or providing a better connection along Loop 1604. The group discussed the difficulties of the pedestrian environment along limited access highways. The east-west corridor along East Commerce and Houston Streets was also seen as a corridor of opportunity.
- The group emphasized the importance of providing access to the South Texas Medical Center.
- Regional airport connections to Lone Star Rail were discussed and considered something that needs to stay on the map.

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# 5.0 Local and Regional Coordination with Partner Agencies

VIA maintained continual collaboration with local and regional agencies throughout the Vision 2040 planning process. VIA shared information and held meetings with local and regional municipalities and agencies, and hosted presentations. These meetings allowed a constant exchange of information about the Vision 2040 planning process and municipal planning initiatives.

## 5.1 Coordination with Partner Agencies and Local Governments

VIA conducted meetings with planning or municipal staff at municipalities and partner agencies around the Greater San Antonio Region (Table 5.1) during the months of September through December 2015. This section provides a brief summary of each meeting.

Table 5.1 VIA Vision 2040 Coordination with Local Governments

Municipality	Date	Attendees
Northeast Meeting 1 - Cibolo, Schertz, Seguin, New Braunfels, TxDOT, Alamo Regional Transit, Alamo Area Metropolitan Planning Organization	9/2/2015	2 (Cibolo), 1 (Schertz), 1 (Seguin), 4 (New Braunfels), 1 (TxDOT), 1 (Alamo Regional Transit), 1 (AAMPO), 5 (VIA staff)
Cibolo	10/15/2015	2 (Cibolo), 3 (VIA staff)
Seguin	10/15/2015	1 (Seguin), 3 (VIA staff)
New Braunfels	10/15/2015	3 (New Braunfels), 3 (VIA staff)
Schertz	10/16/2015	2 (Schertz), 2 (VIA staff)
Northeast Meeting 2 - Cibolo, Schertz, Seguin, New Braunfels, Alamo Regional Transit, Alamo Area Metropolitan Planning Organization	11/17/2015	3 (Cibolo), 1 (Schertz), 2 (Seguin), 1 (New Braunfels), 1 (Alamo Regional Transit), 1 (AAMPO), 2 (VIA staff)

### 5.1.1 Northeast Meeting 1

On September 2, 2015, VIA staff met with planning representatives from the Cities of Cibolo, Schertz, Seguin, New Braunfels and agency partners of AAMPO, Alamo Regional Transit, and TxDOT. VIA staff

shared an overview of the Vision 2040 Long Range Plan findings and the approach and purpose of the Northeast Transit Service Study. Participants provided background information on various planning efforts within their jurisdiction.

### *5.1.2 Cibolo*

On October 15, 2015, VIA staff met with planning representatives from Cibolo. VIA staff gathered information about Cibolo's existing and future planning efforts. Cibolo was interested to learn about vanpooling services and potential transit financing options.

### *5.1.3 Seguin*

On October 15, 2015, VIA staff met with planning representatives from Seguin. VIA staff gathered information about Seguin's existing and future planning efforts. Seguin was interested to learn about downtown streetcar circulators and pedestrian infrastructure recommendations to support access to existing fixed route services.

### *5.1.4 New Braunfels*

On October 15, 2015, VIA staff met with planning representatives from New Braunfels. VIA staff gathered information about New Braunfels' existing and future planning efforts. New Braunfels was interested to learn more about travel patterns to and from Fort Sam Houston and potential locations ideal to preserve for a future park & ride facility.

### *5.1.5 Schertz*

On October 16, 2015, VIA staff met with planning representatives from Schertz. VIA staff gathered information about Schertz's existing and future planning efforts. Schertz was interested to learn more about vanpool services, potential locations ideal to preserve for a future park & ride facility and asked for a presentation to the Planning and Zoning Commission's Transportation Safety Advisory Committee.

### *5.1.6 Northeast Meeting 2*

On November 17, 2015, VIA staff met with planning representatives from the cities of Cibolo, Schertz, Seguin, New Braunfels and agency partners of AAMPO and Alamo Regional Transit. VIA staff shared an update on the Vision 2040 Long Range Plan process and the methodology and findings of the Northeast Transit Service Study. Participants were interested to understand the implications of various transit service options available and appropriate for their communities. Several of the municipalities stated that they plan to incorporate the findings into their comprehensive planning process.



# A. Community Outreach

Table A.1 VIA Presentations and Information Tables during Vision 2040  
Community Outreach Phase 2

Name	City	Date
Small Business Series - South Chamber	San Antonio	10/28/2015
Bexar County Employee Health Fair	San Antonio	10/28/2015
Community Health Fair & Fall Festival @ The College of Health Care Professions	San Antonio	10/29/2015
San Antonio for Growth on the Eastside (SAGE)	San Antonio	10/29/2015
District 7 Transportation Forum - Neighborhood Presidents	San Antonio	10/31/2015
Morgan's Wonderland - Halloween Event	San Antonio	10/31/2015
Air Quality Open House	San Antonio	11/2/2015
Small Business Connect - 2015	San Antonio	11/2/-11/3/15
Bob Ross Senior Center	San Antonio	11/3/2015
San Antonio Housing Authority - Elderly and Disabled Partners Meeting	San Antonio	11/3/2015
Normoyle Park Senior Center	San Antonio	11/4/2015
San Antonio Transportation Association	San Antonio	11/4/2015
Davis Scott YMCA Community Health Fair	San Antonio	11/5/2015
San Antonio Sunrise Rotary Club	San Antonio	11/6/2015
AACOG Roadshow - New Braunfels	New Braunfels	11/7/2015
Vision 2040 Transit Rider Outreach	Balcones Heights	11/7/2015
2015 AccessAbility Fest	San Antonio	11/8/2015
University Health System - Information Table	San Antonio	11/9/2015
Alicia Trevino Senior Center	San Antonio	11/9/2015
Employee Services Management Meeting	San Antonio	11/9/2015
Vision 2040 Transit Rider Outreach	San Antonio	11/10/2015
Vision 2040 Transit Rider Outreach	San Antonio	11/10/2015
Vision 2040 Transit Rider Outreach	Balcones Heights	11/10/2015
Vision 2040 Transit Rider Outreach	San Antonio	11/10/2015
Vision 2040 Transit Rider Outreach	San Antonio	11/10/2015
Vision 2040 Transit Rider Outreach	San Antonio	11/10/2015
Vision 2040 Transit Rider Outreach	San Antonio	11/10/2015
COSA SA Tomorrow Plan Element Working Group #5	San Antonio	11/10/2015
Vision 2040 Transit Rider Outreach	San Antonio	11/10/2015

Name	City	Date
Vision 2040 Transit Rider Outreach	San Antonio	11/10/2015
Vision 2040 Transit Rider Outreach	San Antonio	11/10/2015
North Hampton Neighborhood Association	San Antonio	11/12/2015
Health and the Built Environment Conference	San Antonio	11/13/2015
GIS Day - San Antonio	San Antonio	11/13/2015
University Health System - Information Table	San Antonio	11/13/2015
San Antonio Independent Living Services (SAILS) Luncheon	San Antonio	11/13/2015
CORE 4 STEM – San Antonio College	San Antonio	11/14/2015
Solar Fest	San Antonio	11/14/2015
Davis Scott YMCA Community Health Fair	San Antonio	11/14/2015
Movie in the Park - Travis Park	San Antonio	11/14/2015
Vision 2040 Transit Rider Outreach	Balcones Heights	11/14/2015
Vision 2040 Transit Rider Outreach	San Antonio	11/16/2015
City of San Antonio Department of Human Services Employee Workshop	San Antonio	11/16/2015
University Health System - Information Table	San Antonio	11/17/2015
San Antonio Housing Authority Monthly Meeting	San Antonio	11/17/2015
Palo Alto College - Vision 2040 Table	San Antonio	11/17/2015
HEB Central Market	San Antonio	11/17/2015
San Antonio Housing Authority Early Engagement Resource Fair	San Antonio	11/18/2015
San Antonio College - Vision 2040 Table	San Antonio	11/18/2015
Pedestrian Mobility Advisory Committee	San Antonio	11/18/2015
City of Schertz - Planning and Zoning Commission Meeting	Schertz	11/18/2015
Vision 2040 Transit Rider Outreach	Balcones Heights	11/18/2015
VIA Transit Advisory Council Meeting	San Antonio	11/19/2015
VIA Employee Health Fair	San Antonio	11/19/2015
Davis Scott YMCA Community Health Fair	San Antonio	11/19/2015
International Right of Way Association - Vision 2040 Presentation	San Antonio	11/19/2015
Centro Plaza - Employee Appreciation	San Antonio	11/19/2015
VIA Employee Health Fair	San Antonio	11/20/2015
Christian Senior Service Companion Program	San Antonio	11/20/2015
San Antonio Housing Authority Outreach	San Antonio	11/20/2015
Centro Plaza - Public Open House	San Antonio	11/21/2015
UTSA Home Game - Robert Thompson Transit Center	San Antonio	11/21/2015
District 5 Senior Center - Vision 2040	San Antonio	11/23/2015
Lewis Chatham Apartments	San Antonio	11/23/2015
San Antonio North Central Rotary Club	San Antonio	11/23/2015
University Health System - Information Table	San Antonio	11/24/2015
UTSA Home Game - Crossroads Park and Ride	Balcones Heights	11/28/2015

Name	City	Date
Vision 2040 Transit Rider Outreach	Balcones Heights	11/30/2015
Vision 2040 Transit Rider Outreach	San Antonio	11/30/2015
SA Tomorrow Public Meeting Virtual Town Hall	San Antonio	11/30/2015
Vision 2040 Transit Rider Outreach	San Antonio	12/1/2015
New Braunfels Chamber of Commerce - Transportation Committee	New Braunfels	12/1/2015
San Antonio Housing Authority - Elderly and Disabled Partners Meeting	San Antonio	12/1/2015
Dorris Griffin Senior Center	San Antonio	12/1/2015
Pechakucha San Antonio	San Antonio	12/1/2015
Castle Hills Commons	San Antonio	12/1/2015
Vision 2040 Transit Rider Outreach	San Antonio	12/2/2015
Vision 2040 Transit Rider Outreach	San Antonio	12/2/2015
Vision 2040 Transit Rider Outreach	San Antonio	12/2/2015
Vision 2040 Transit Rider Outreach	San Antonio	12/2/2015
Willie Cortez Senior Center	San Antonio	12/2/2015
St. Philip's College - Vision 2040	San Antonio	12/2/2015
Age Well Live Well Meeting	San Antonio	12/2/2015
Vision 2040 Transit Rider Outreach	San Antonio	12/2/2015
Vision 2040 Transit Rider Outreach	San Antonio	12/3/2015
Vision 2040 Transit Rider Outreach	San Antonio	12/3/2015
Vision 2040 Transit Rider Outreach	San Antonio	12/3/2015
Alamo Colleges Outreach	San Antonio	12/3/2015
San Antonio Region 20 Lions Club	San Antonio	12/3/2015
Professional American GI Forum Outreach	San Antonio	12/3/2015
Vision 2040 Transit Rider Outreach	Balcones Heights	12/3/2015
SA Tomorrow - Leaders Meeting	San Antonio	12/3/2015
Vision 2040 Transit Rider Outreach	Balcones Heights	12/4/2015
Vision 2040 Transit Rider Outreach	San Antonio	12/4/2015
Academy of Learning in Retirement	San Antonio	12/4/2015
Vision 2040 Transit Rider Outreach	San Antonio	12/4/2015
Vision 2040 - Union Briefing	San Antonio	12/4/2015
Veteran Outreach - Vision 2040	San Antonio	12/4/2015
Vision 2040 Transit Rider Outreach	San Antonio	12/4/2015
World Heritage Symposium	San Antonio	12/5/2015
Winter Wonderland - Travis Park	San Antonio	12/5/2015

The following organizations were contacted as part of the Vision 2040 outreach for Phase 2. In lieu of hosting a specific event, these organizations were asked to provide survey information to membership.

Table A.2 Chambers of Commerce

Name	Address	City
Alamo Asian Chamber of Commerce	P.O. Box 12082	San Antonio
Alamo City Black Chamber of Commerce	126 Gonzales, Suite 200	San Antonio
Alamo Heights Chamber of Commerce	P.O. Box 6141	San Antonio
Christian Business Chamber of Commerce	P.O. Box 130010	San Antonio
Leon Valley Chamber of Commerce	P.O. Box 380193	Leon Valley
North San Antonio Chamber of Commerce	12930 Country Parkway	San Antonio
Greater San Antonio Chamber of Commerce	602 E Commerce St	San Antonio
San Antonio Hispanic Chamber of Commerce	200 E Grayson St. #203	San Antonio
San Antonio LGBT Chamber of Commerce	P.O. Box 15120	San Antonio
San Antonio West Chamber of Commerce	308 El Paso St	San Antonio
San Antonio Women's Chamber of Commerce	600 Hemisfair Plaza Way, Bdg. 514	San Antonio
South San Antonio Chamber of Commerce	3315 Sidney Brooks #200	San Antonio
Tri-County Chamber of Commerce	P.O. Box 3122	Universal City

Table A.3 Membership-Based Organizations

Name	Address	City
San Antonio Manufacturing Association	9607 Broadway	San Antonio
San Antonio Builders Association	3625 Paesanos Parkway, #100	San Antonio
San Antonio Apartment Association	7525 Babcock Road	San Antonio
San Antonio Chapter of the American Subcontractors Association	13333 Blanco Road, Suite 306	San Antonio
San Antonio Chapter of the Associated General Contractors – Heavy Highway and Local Construction Divisions	10806 Gulfdale Drive	San Antonio
San Antonio Real Estate Council	8626 Tesoro Dr. #803	San Antonio
San Antonio Board of Realtors	9110 W IH-10 #1	San Antonio
San Antonio Mobility Coalition	13256 George Rd. #108	San Antonio

Table A.4 Civic Partners

Name	Address	City
LiftFund	2007 W. Martin St.	San Antonio
San Antonio Housing Authority	818 S. Flores	San Antonio
City Year San Antonio	302 Valley Hi Dr.	San Antonio
Alamo Area Metropolitan Planning Organization (Bicycle and Pedestrian Advisory Committee)	825 S. St. Mary's St.	San Antonio
COSA Registered Neighborhood and Community Associations (all)	Various	San Antonio

Table A.5 Elected Officials

Name
City of San Antonio Mayor and Council Members
City of San Antonio Management Team
Bexar County Judge and Commissioners
Suburban Cities Mayors and City Managers
United States House of Representatives – San Antonio Delegation
United States Senate – Texas Delegation
Texas House of Representatives – San Antonio Delegation
Texas Senate Representatives – San Antonio Delegation

Table A.6 Libraries

Name	Address	City
Bazan Branch Library	2200 W. Commerce St.	San Antonio
Bibliotech Digital Library	3505 Pleasanton Rd.	San Antonio
Brook Hollow Branch Library	530 Heimer Rd.	San Antonio
Carver Branch Library	3350 E. Commerce St.	San Antonio
Central Library	600 Soledad St.	San Antonio
Coates Library	1 Trinity Place.	San Antonio
Cody Branch Library	11441 Vance Jackson Rd.	San Antonio
Collins Garden Branch Library	200 N. Park Blvd.	San Antonio
Converse Public Library	601 S Seguin Rd.	Converse
Cortez Branch Library	2803 Hunter Blvd.	San Antonio

Name	Address	City
Forest Hills Branch Library	5245 Ingram Rd.	San Antonio
Great Northwest Branch Library	9050 Wellwood St.	San Antonio
Guerra Branch Library	7978 Military Dr. W	San Antonio
Igo Branch Library	13330 Kyle Seale Pkwy	San Antonio
Je & le Mabell Library	4301 Broadway St.	San Antonio
Johnston Branch Library	6307 Sun Valley Dr.	San Antonio
Landa Branch Library	233 Bushnell Ave.	San Antonio
Landa Library	233 Bushnell Ave.	San Antonio
Las Palmas Branch Library	515 Castroville Rd.	San Antonio
Maverick Branch Library	8700 Mystic Park	San Antonio
McCreless Branch Library	1023 Ada St.	San Antonio
Memorial Bench Library	3222 Culebra Rd.	San Antonio
Mission Branch Library	3134 Roosevelt Ave.	San Antonio
Pan American Branch Library	1122 W. Pyro Ave.	San Antonio
Parman Branch Library at Stone Oak	20735 Wilderness Oak	San Antonio
Pruitt Library at Roosevelt High School	5110 Walzem Rd.	San Antonio
Sam Fore, Jr. Wilson County Public Library	1 Library Ln	Floresville
San Antonio Foundation Library	625 Shook Ave.	San Antonio
San Pedro Branch Library	1315 San Pedro Ave.	San Antonio
Semmes Branch Library	15060 Judson Rd.	San Antonio
Sueltenfuss Library	411 SW 24th St.	San Antonio
Thousand Oaks Branch Library	4618 Thousand Oaks Dr.	San Antonio
Tobin Branch Library at Oakwell	4134 Harry Wurzbach Rd.	San Antonio
Westfall Branch Library	6111 Rosedale Ct.	San Antonio
Balcones Energy Library Inc.	2206 Danbury St.	San Antonio
Leon Valley Public Library	6425 Evers Rd.	Leon Valley
Dolph Briscoe Library	7703 Floyd Curl Dr.	San Antonio
Bruce A. Garrett Library	8400 Datapoint Dr.	San Antonio

Table A.7 Churches

Name	City	ZIP Code
Korean American Cultural Center of SA	San Antonio, Texas	78218
San Antonio Korean Baptist Church	San Antonio, Texas	78217
Free Gospel Korean Church	San Antonio, Texas	78233
Korean United Methodist Church of SA	San Antonio, Texas	78216
Southwest Korean Baptist Church	San Antonio, Texas	78208
First Korean Presbyterian Church	San Antonio, Texas	78218
Han-Ma-Eum Korean Baptist Church	San Antonio, Texas	78251
San Antonio Korean Catholic	Fair Oak Ranch, Texas	78015
First Chinese Baptist Church	San Antonio, Texas	78240
San Antonio Chinese Church	San Antonio, Texas	78240
San Antonio Chinese Methodist Church	San Antonio, Texas	78240
Vietnamese Martyrs Catholic Church	San Antonio, Texas	78218
Vietnamese Christian Church	San Antonio, Texas	78233
Santo Nino Catholic Church	San Antonio, Texas	78222
Islamic Center of San Antonio	San Antonio, Texas	78229
Catholic Charities Refugee Services	San Antonio, Texas	78212
Center for Refugee Services	San Antonio, Texas	78240
Our Lady of Guadalupe	San Antonio, Texas	78207
St. Timothy	San Antonio, Texas	78207
St. Joseph South San Antonio	San Antonio, Texas	78211
St. Stephen	San Antonio, Texas	78207
St. Leonard	San Antonio, Texas	78224
Christ the King	San Antonio, Texas	78207
San Martin De Porres	San Antonio, Texas	78224
St. Michael	San Antonio, Texas	78210
Santa Francisca X Babrini	San Antonio, Texas	78214
Sacred Heart	San Antonio, Texas	78207
St. Alphonsus	San Antonio, Texas	78207
San Juan De los Lagos	San Antonio, Texas	78207
St. Agnes	San Antonio, Texas	78207
San Antonio, Texas 78207	San Antonio, Texas	78201
Immaculate Conception	San Antonio, Texas	78207
St. Jude	San Antonio, Texas	78207

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## B. Survey Marketing Materials

### B.1 Pechakucha San Antonio Advertisement

**YOUR VISION IS TAKING SHAPE**

VIA VISION 2040

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

By 2040 there will be more than 1.6 million additional residents living in the Greater San Antonio Region. It is up to our community today to help shape, and plan for, the growth of tomorrow.

▲ Please go online to take a short survey at: [Vision2040survey.com](http://Vision2040survey.com).

**SURVEY DEADLINE: DEC. 4, 2015**

▲ Take just a few minutes to tell us what is most important to you, your family, your business, and your transportation needs.



[VIAVision2040.com](http://VIAVision2040.com)

#VIAVision

## B.2 VIA Circulator Advertisement



**GET INVOLVED  
IN VISION 2040**

**YOU TELL US.**

What transit priorities and corridors matter most of you?  
What is important for the region's future?

### About VISION 2040

Vision 2040 is a community-driven process to update VIA's Long Range Plan through the year 2040. By 2040, there will be more than 1.6 million additional residents living in the Greater San Antonio Region. It is up to our community today to help shape, and plan for, the growth of tomorrow.

**A brief survey is available online at:  
[Vision2040survey.com](http://Vision2040survey.com).**

Take a few minutes to tell us what is most important to you and your family for your transportation needs.

### [VIAVision2040.com](http://VIAVision2040.com)

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

**(210) 362-2742**

**#VIAVision**



## B.3 External Eblast

There will be more than 1.6 million additional residents living in the Greater San Antonio Region by 2040. It is up to our community today to help shape, and plan for, the growth of tomorrow.

### Help us evaluate community options.

What is the best way to increase the frequency and reliability of VIA services? What areas should be the priorities for additional fixed-route, high-capacity services? Those are the questions we would like you to answer in the next phase of the Vision 2040 process. There are several ways to accomplish our community's goals, and we would like your input on the options.

Please go online to take a short survey at:  
[Vision2040survey.com](http://Vision2040survey.com).

**SURVEY DEADLINE: DEC. 4, 2015**

Take a moment to tell us what transportation investments and corridors are most important to you, your family and your business.

### Define Projects & Plans - coming in 2016

As VIA looks into future transit improvements in the region, we want to identify which are the most urgent. Identifying the community's priorities will help us map out a strategy for turning the community's vision into reality during 5- and 10-year timeframes. In the first half of 2016, these projects and timelines will be defined as the last milestone of the Vision 2040 process.

#### Vision 2040 Key Milestone



### Get Involved

The success of this important project depends on the level of engagement from the community. We ask that you share this information with friends as well, and encourage them to get involved today.



(210) 362-2742

Request a group presentation or ask questions.

## B.4 Interior Bus Cards



**VIA VISION 2040**

**GET INVOLVED  
IN VISION 2040**

**YOU TELL US.**

What transit priorities and corridors matter most to you?  
What is important for the region's future?

Please go online to  
take a short survey at:  
[Vision2040survey.com](http://Vision2040survey.com).

**Survey Deadline:  
DEC. 4, 2015**

Take a moment to tell  
us what transportation  
investments and  
corridors are most  
important to you,  
your family and your  
business.



**VIA VISION 2040**

**INVOLÚCRESE  
en la VISION 2040**

**USTED NOS DICE**

¿Qué prioridades de tránsito y corredores le parecen más importantes?  
¿Qué es importante para el futuro de la región?

Por favor, vaya en  
línea para tomar una  
breve encuesta en:  
[Vision2040survey.com](http://Vision2040survey.com).

**Último día para  
completar la  
encuesta: 4 de  
diciembre.**

Tome un momento para  
compartir con nosotros  
lo que usted piensa  
tocante las inversiones  
a la transportación y  
corredores que son más  
importantes para usted, su  
familia y su negocio.

B.5 VIA Vision La Prensa Advertisement

ÚLTIMO DÍA PARA COMPLETAR LA ENCUESTA: 4 DE DICIEMBRE.

SU VISION ESTÁ TOMANDO  
FORMA



Visión 2040 es un proceso impulsado por la comunidad para actualizar el Plan de Largo Alcance de VIA para el año 2040.

Habrán más de 1.6 millones de residentes adicionales viviendo en la región de San Antonio para el año 2040. Depende de nuestra comunidad hoy dar forma y planear para el crecimiento de mañana.

- ▲ Por favor, vaya en línea para tomar una breve encuesta en: [Vision2040survey.com](http://Vision2040survey.com).
- ▲ Tome un momento para compartir con nosotros lo que usted piensa tocante las inversiones a la transportación y corredores que son más importantes para usted, su familia y su negocio.



[VIAVision2040.com](http://VIAVision2040.com)

#VIAVision

## B.6 Social Media Posts



**VIA Metropolitan Transit**  
December 4 at 2:15pm · 🌐

There is still time to complete the #VIAVision 2040 survey! Take it here:

[docs.google.com](https://docs.google.com)  
DOCS.GOOGLE.COM

### VIA launches next phase of Vision 2040 process

Posted: 10/29/2015



SAN ANTONIO (Oct. 29, 2015) – VIA Metropolitan Transit has launched its second interactive, online survey in support of Vision 2040, a community-driven process to update the agency's Long Range Comprehensive Transportation Plan.

The current survey is VIA's next step in the Vision 2040 process, which is to evaluate community options and determine where future transit investments should be placed. It can be completed at [www.Vision2040Survey.com](http://www.Vision2040Survey.com), and will remain active through Dec. 4, 2015. Printed surveys are available by calling 210-362-2742.

"By 2040, there will be more than 1.6 million additional residents living in the Greater San Antonio Region. It is up to our community today to help shape, and plan for, the growth of tomorrow," said VIA President/CEO Jeff Arndt. "This online survey is a great opportunity for people to actively engage in planning the future of transportation corridors and investments and identifying their priorities."

Take a moment to tell us what transportation investments and corridors are most important to you, your family and your business.

Please go online to take a short survey at:

[Vision2040survey.com.](http://Vision2040survey.com)

Survey Deadline:  
Dec. 4, 2015

Printed surveys are also available at [VIAvision2040.com](http://VIAvision2040.com) or by calling 210-362-2742.

Scan to take the survey.



# C. Community Survey Verbatim Comments

The Vision 2040 Community Survey Phase 2 asked respondents for any general comments on “key station locations, important transfers, hours of service, concerns about accessibility, or anything else.” VIA received more than 800 comments, each of which are provided verbatim (with the exception of any redacted personal identifying information) on the following pages.

Table C.1 Verbatim Comments

Any other thoughts on these corridors?	ZIP Code
On number 4: why do you consider only buses? why not BRT or Rail? Most roads in San Antonio are not congested between 9:00 to 3:00 pm; Will you consider dedicated transit lanes or HOV on San Pedro, Commerce, Broadway etc? Service hours are fine.	78231
Need to also address loop 410 from kel lac to Randolph with high capacity options	78223
Alamo Ranch has exploded and needs scheduled improved services moved up	78265
Improve accessibility on all future improvements	78212
Need more options to the fast growing west side of town/1604 area.	
No route should have more than a 1/2 hour wait for service. More transfer locations are needed to shorten long routes and provide quicker and better selection of destination routes. More routes leading to areas that are populating and are heavily used should be planned. Routes that lead outside of loop410 should be a skip stop until they branch off the Main Street/ Rd.	78260
To get more riders offer a wider span of service. Look up records on starlight service which was discontinued because it had too many riders, not too few. Very many people work nights and weekends. This is a non corridor focus but still valid.	78233
Available for overnight, with more light fixtures	78154
The priority corridors link jobs to high-growth housing areas, which is critical for future economic development.	78205
We need to reroute through tight neighborhoods	78221
Available for overnight, with more light fixtures	78154

Any other thoughts on these corridors?	ZIP Code
<p>Utilize downtown area as a central hub.            Offer frequent services. People don't mind transferring if it's a pleasant experience (ie, don't make people wait outside with no shade or canopy).            Build on the idea of districts in SA without creating new districts (What is Alazan, Palm Heights, Gardendale, Huebner, Blanco, Wetmore...these are streets - build on districts).            Be aware if audience is ready to get out of their car and actually use public transit. Is Stone Oak ready to leave their cars behind?</p>	78210
<p>Please seek bus operators input.</p> <p>Let's learn from BRT - VIA took out 92 route - brought in 95 route</p> <p>Please listen!!!!</p>	78210
<p>More busses should be pushed out durnig rush hour or special events .</p>	78154
<p>How will transit travel times compare to auto times? Transit can take no longer than about 20 minutes longer than auto to attract riders.</p>	78213
<p>Increase service</p>	78218
<p>I think the 1604/90 area should be included in the plans as well. The closest VIA stop is 4.5 miles away on Potranco which causes hardships for college students in our community.</p>	78245
<p>Later hours of operations would be good, including line ups that don't have gaps. For instance, the line up for San Pedro does not start downtown, so there is no way to get from downtown to North Star on a line up because the line up only starts at the college. For those of us that depend on the bus, it can make travel in the very early mornings and later evenings very difficult, especially considering the time it might take to get from one place to another. It limits the hours that a person is available to work. Also, there are areas that are a very short distance from each other, and yet can take a huge amount of time to get to, such as along 1604 from I10 to the Stone Oak area. There is no route that connects that, so a rider must take numerous transfers and time to get a few miles down the road. As the city grows, better service in the outer areas is needed.</p>	78216
<p>All buses should run every 30 minutes each day. Bus 21 should run every 30 minutes 7 days a week. You should better monitor drivers for customer service and keeping to their schedules. Too many could care less if they're not on time...ridiculous</p>	
<p>None at this time.</p>	78229
<p>Shaded bus stops at all stops with bench should be required. Last summer reached a heat index of 124F degrees. Too hot to be in the sun for alot of riders            Shade smoking area would be nice as well</p>	78240
<p>Please have the 509; 502; 648 and other buses that run once an hour pass by at least every 20 minutes. Waiting ONE WHOLE HOUR for a bus is just plain ridiculous! Thank you.</p>	78217
<p>Please offer 24 hour service in the bussiest sections and. To and from the park and rides</p>	78207
<p>I think the 70/7 route needs to increase from once an hour to every 30 mins and also have service on Sunday.</p>	78207

Any other thoughts on these corridors?	ZIP Code
<p>hours of service need to run late until 2-3am if not 24hrs. the further outside loop 410 the less frequent the service and earlier the bus service stops. making it impossible for people to take the bus home late nights. Also, many areas outside 410 and especially 1604 are completely void of service. we need more transit centers. less park and rides. we need to service areas like Seguin, New Braunfels and Boerne. We need a regional light rail system now. to service the San Antonio-New Braunfels MSA. not wait 10 years for Lonestar rail either. We need a streetcar route that goes from AT&amp;T Center to Robert Thompson/Alamodome (bypassing the railroad tracks), going through Downtown and ending at Centro Plaza. We need more ticketing machines to purchase bus fares/passes. Need to be able to carry bicycles on the bus; not just for Primo buses. WE NEED LIGHT RAIL!</p>	
<p>From my house (281 &amp; Bitters) I can bus downtown but I can't get home after 6:30 p.m. Via is useless for going to an event downtown and returning. Also the airport needs to be much better served.</p>	78216
<p>Please allow for more areas to be accessible by the VIA-TRANS PARATRANSIT service, such as New Braunfels, Seguin, etc.</p>	78240
<p>some of the drivers seem to tap the brakes after stopping at a light. This produces a "bucking horse" syndrome. We elderly have weak bones and this is painful land could lead to injury.</p>	78201
<p>Having these kinds of routes will hopefully open up the city to more of it's population getting out and about to work or to play. The time it takes to get to destinations is often a large factor in where someone who depends on the bus service can go for employment.</p>	78006
<p>Y'all tip your hand when using phrases like "without having to transfer between buses."</p>	78154
<p>Bottom line: unless you begin taking rail-based transit seriously, you will have failed in your responsibility to provide for San Antonio's transportation future. Period.</p>	
<p>Land use and parking minimums have to change if transit is to succeed in San Antonio.</p>	78229
<p>None at this time!</p>	78212
<p>Please include bike racks to encourage multi-modal transit. It'd be great to ride a bike to a rail station, ride the rail, then finish the commute on bike.</p>	78210
<p>Jeff Arndt and Rey Saldana have hit the nail on the head. ALL buses need to have a wait time of 30 min. or less. The north side of town has the most financial resources. The east, west, and south sides of town have the most needs of public transit to get to work. It is totally unacceptable for it to take 1.5 hours plus to make a trip that in a car would take max of 40 min. It sometimes took me 1 hr. 15 min. to get from Iowa/New Braunfels to Fairlawn/Portsmouth. (20 min max by car) The #32 in peak afternoon/evening could be 35-45 min. apart. I do not drive, so I am forced to use public transit. To get to work on time was most stressful. Weekends are very difficult in all areas. It is normal for buses to run once an hour. Any trip then easily takes 2.5-3 hours.</p>	78207
<p>Develop bike lanes to support green alternatives to cars and buses</p>	78258
<p>none of these corridors appli to my area which is Potranco/Ellison/151</p>	78245
<p>You have been disregarding Crownwood, with high population of hard-working people forced to drive their cars because the closest bus stop is 1.5 miles away</p>	78239
<p>I would like to see bus traffic down West wood Loop and up Alamo Ranch Pkwy to the Dell Webb community.</p>	78253
<p>The advent of the primo service 100 bus increased my time to work by 20-30 minutes. So, after riding the bus to work regularly for the last 32 years I am now no longer able to do so on a regular basis. The ride to work (USAA) from Wonderland (Crossroads) takes over an hour and the ride home 1 hours plus. For me the 100 bus has not helped at all.</p>	78229

Any other thoughts on these corridors?	ZIP Code
I think an economic analysis needs to be overlayed on these corridors. The initial routes seemed to be serving a population that's going to be using its cars anyway and largely because they can afford to do so. The choices seemed very biased and your reasons above don't touch on the economic issue.	78222
Lessening congestion at key points of high traffic means a better experience for residents and visitors of San Antonio. There seem to be several key points of high traffic in the city: The colleges, military bases, the medical center, and the touristy parts of downtown. The military locations and downtown itself seem pretty solid for the most part, so I would focus a bit on seeing how traffic to and from the colleges and the medical center would benefit from better public transit before moving to the other corridors, such as to and from major shopping centers.	78252
The corridor from Port SA to Crossroads is very important and critical to us that reside between Old Hwy 90 north to Fredericksburg Rd. @ Crossroads Mall.	
Need to improve time and frequency on current routes.	78201
Any ties to easy transfer / transit facilities is important (park & ride, airport, VIA Transit Center, etc). Also, any future ties for the future L-Star rail commuter traffic should be considered.	78249
We need free conveyance service in the downtown with peripheral parking. It would improve air quality, and automobile congestion. It would improve the parking situation. It would encourage suburbanites to visit the downtown and it would facilitate downtown residents, tourists, employees, etc. in getting around. Other cities have this option and it has proven to be very successful. The money it costs to build a multi car high rise garage would easily pay for most of this service.	78205
The corridor #1 is EXTREMELY EXTREMELY IMPORTANT for me and all those that live near Wetmore Road to be able to get to downtown and nearby places very quickly without walking over 1 mile to board the 502 in Thousand Oaks or Boulder Oaks and Wetmore Road. The corridors to Texas A&M are very very important since many students are interested in going to that school (me included). The corridors going to The Medical Center, Stone Oak, Converse and Seguin are very important too. Please work on their construction AS SOON AS POSSIBLE. The residents of Wetmore Road as well as me REALLY need the corridor #1 ,it would simplify our lives and enable us to get everywhere without walking soo much. Buses do need to run more frequently especially the bus 502, all buses need to run at least every 10 minutes, they need to be more clean inside and run until 11:30pm or 12 a.m. (not just the ones that go to downtown) so those that work at night can get home safely without walking endless blocks in the dark of the night. Via should also plan on doing a METRO, yes a METRO ,why not? The city needs it so those that drive cars can save money, take the metro instead of driving and get anywhere in a few minutes. plus it will really help the public avoid the horrible congestion of the streets. Please also provide a van or shuttle service to those riders that are older, that need a ride at night or during the day anywhere and children that need to go to places in San Antonio and can not be accompanied by adults just like the Kiddie Express of Houston, Texas.	78247
Bus travel is always going to be inefficient while our development policies encourage sprawl and low density development.	78209
I'm in favor of developing ANY fixed route passages to reduce driving traffic in San Antonio! Thank you for planning for and keep it up!	78254
Let's do it.	78255
Bitters & 1604: service to downtown	78248
Would love to see the routes going out to Seguin and New Braunfels in the Northeast side of town to happen, very hard to get around over there if you have no car.	78109
More service on 1604	78209
Late service needed	78223

Any other thoughts on these corridors?	ZIP Code
<p>Why should citizens of San Antonio pay for the City of New Braunfels to get to San Antonio airport. NB should get their own express bus to airport!</p> <p>Eroute should go from Blue Star to Pearl.</p> <p>What about Park &amp; Ride express routes used during Fiesta but for Spurs and UTSA games at the Alamodome?</p>	78204
<p>They all have equal and important priority. It all serves the city.</p> <p>More importantly is reliability. I also would like to buy mobile tickets. Using a paper card or cash is leaving alot on the table to entice newer riders.</p>	78215
<p>I appreciate the work being accomplished to improve transit in the SA area, however, I am a big fan of light rail and think it would be a more permanent solution, albeit more costly.</p>	78210
<p>My main concern has always been the transfer situation. Transferring to the 2nd and 3rd bus is sometimes a problem. If the first bus is late by even a minute I miss the second bus and barely make it to transfer point for the third bus. However, the second bus is early or late I miss the third bus and I end up being late to work.</p> <p>What would be great: Have an Express bus from the Medical Center direct to downtown. If a survey were conducted between 6 AM and 10 AM at the Medical Transit Center you might find that the majority of the People that ride the Primo are going directly downtown. This would definitely alleviate the transfer situation for many riders.</p> <p>My return trip home I usually take the #93 or #94 bus to UTSA and take the Primo 100 home from UTSA. This cuts my travel time down about 30 - 45 minutes.</p> <p>I use the bus all the time, even on days when I'm off. I travel different routes throughout the city. I have taken buses that are often late and have noted that there are instances when a bus is late because some passengers don't have fare ready, or they get on the bus to ask the drivers questions about other routes and continue to ask questions even after the drivers have asked them to call the Information number.</p> <p>Getting patrons in wheelchairs secured on the bus is no problem. At the most it takes 2 - 3 minutes to secure the rider. On occasion the driver has to use an extension for the chair belt but they do it with ease. The drivers should be commended for the way they are able to get these patrons settled in.</p> <p>I know this survey was not intended for all that I mentioned but they are issues that should be taken into consideration when working on setting up the new corridors as they will affect patron ridership in those areas.</p>	78229
<p>New Braunfels need a key station location , to provide mobility for locals and tourists , with link key stations to the economic growth . Transfers from and to SA airport , general New Braunfels routes , accessibility for handicap , mothers with children , bicycles , suitcases ... Monthly train tickets accessible via internet purchase and download to the cellular device , weekly tickets , student tickets , family tickets , discounted tickets .</p>	78130
<p>I live in Universal City along IH 35 and travel to work in New Braunfels. I would prefer to see an IH 35 route to accommodate so I would not need to make the drive every day.</p>	78148

Any other thoughts on these corridors?	ZIP Code
Look to Dallas for a surprisingly good urban transit system. Great light rail system, great "Express" bus system, with regional transit centers. Also, I lived in San Francisco for many years. Owning a car there is totally impractical. People relied on MUNI, BART, AC Transit (East Bay), Sam Tran and Caltrain (San Mateo). Wonderful system. BART was even upgraded to take passengers from anywhere in the system directly to SFO Airport. (For years you could get to Oakland Airport on BART, switching to a shuttle bus).	78130
I wouldn't mind walking some distance to catch a more frequent bus IF THERE WERE NO Stray/running everywhere aggressive dogs!!!!!! Also next question is always, sometimes, never. My answer is frequently.	78214
Texas A&M-San Antonio needs more bus routes access. bus route 90 needs to be more frequent- it is always 15 mins. or more late all the time.	78228
660 route needs to be on time, especially in the evenings!	78240
East side SA needs more investments since areas of that region is seeing the greatest economic growth beneficial to VIA and SA. Whereas, Heavy Rail, Lone Star is coming on board and these premium routes will be great connectors and transports for I-35 North and I-10 East.	78202
VIA needs now to plan and fund an East side Multi-Modal in and around I-10 East maybe Ackerman Road to be ahead of growth on the East side of SA.	
Frequency is a plus for bus routes 24, 25, 21, 22, as Federal Funds are increasing the growth with the Federal Promise Zone and the increased value of older homes, Lofts, Condo, Apartments and Pearl in District 2.	
Too Fort Sam Houston needs to become a more intricate position in Transportation at VIA to prove it's investment and committment to those who service peace and freedom. Along, with a meaningful Transfer Center in and around Sutton Oaks Apartments.	
VIA needs more visibility on the East side and not near Downtown only!	
Jefferson Heights Association President	
I can suggest 24 hour service at least Monday though Friday.	78242
Increased service reliable alternatives	78258
A bus accessing the forum in universal city. Also a 1604 route to connect northern	78233
There seems to be missing connections for east/west movement that occurs along Loop 410 and Loop 1604. For instance if I wanted to go from Rolling Oaks to Seaworld, there is no straight connection without having to go downtown first. Additionally, I would like to see North Star Mall and the Medical Center as major transfer stations but these "stops" aren't well connected.	78247
Use rubber tired trolleys (trackless) to prove which routes are primary. Although they get their power from overhead cables, they are pollution free and easy to re route. Trackless trolleys should have dedicated lanes	78212
micro level needs (sidewalk connections and ADA needs) should be included	78202
These corridors provide alternatives to congested roadways (If they have dedicated ROW).	78209

Any other thoughts on these corridors?	ZIP Code
While I understand VIA's political priority to serve as many municipalities as possible, it is far more critical that high-quality service is provided to those who need it most. It makes no sense to launch new service to New Braunfels or Seguin when we don't even have the high frequency, reliability, or fixed-route service that we need inside Loop 410. Why add to the cost burden to provide service to a small number of transit riders who have erroneously chosen to live 30+ miles away from their job, while ignoring the very real needs of those who already rely on VIA today? This process cannot be taken seriously if the board votes to offer new services to distant cities while failing to fix the problems it already has.	78212
It appears that these corridors will strengthen the inner city areas in terms of both transportation and economic development. More than likely these corridors and appropriate mass transit on them will have a positive impact on livability index of the areas they will serve.	78213
I think the planned routes / corridors are too linear, with not enough connections with the airport. If VIA goes with this plan, more should be done to bridge lines / corridors with connections utilizing the 410 loop (with the airport as a major hub) and the 1604 loop.	78201
No comment	78212
we need more coverage for the south county (Bexar) and the small communities along IH 37.	78112
I wish you would bring back the 77 to every 30 minutes again, Thank you!	78207
High priorities are places I would likely go to Low priorities - most likely may use but not likely	78240
Don't use but want to try Primo - Beautiful!	78228
Need to have bigger busses, the busses they have now are way too small. Need to have the primo buses all around the city. Need to be more comfortable for the people. Do away with the transfers, people with wheelchairs need a separate different handicap buses	
I'm happy with VIA, but sometimes I been waiting longer most all the time.	78237
Discount for Vets	78240
Seniors who use VIA can't walk long distance I go to Bob-Ross Center- many seniors live in these areas and have to depend on VIA transit to get around. Otherwise they won't be able to live independently on their own.	78228
Add more routes so seniors can have accessibility to ride the bus & especially Seniors with disabilities. New routes so people riding VIA can have closer to & from work, especially the people who don't have car or don't drive. Fixed Routes is a good plan. I have a car & at night I have to walk to catch bus, sometimes it gets dark early & its dangerous at times. So I would appreciate a new route along Callaghan from 90 to Culebra. Please consider seniors with disabilities a priority and those who do not have a car.	78227
Only ride with my grandchildren	78227
Not much at night or after 6:00p.m.	78240
Would like to be able to transfer from Blanco and Wurzbach to go over to medical center areas on wurzbach parkway	78216
Light rail needed to get far from town	78209
More frequent stops like castle hills To have polite bus drivers To have sitting at bus stops, the one you have are great.	78240
We need service from the Pearl to downtown and from downtown to the AIRPORT. Mass transit to the Spurs games is VITAL!!! Why hasn't it been done already???? Shame Shame Shame.	78212

Any other thoughts on these corridors?	ZIP Code
These corridors are excellent starting points for metro rail service!	78250
We need rail!!! Please!	78212
Ensure as many covered stops as possible	78223
Via should do more to encourage bike riders to use transit. Improved routes should contain bike racks such as the ones found on primo service, and Via should constantly monitor ridership to ensure that there is capacity for this service.	78210
The service improvements need to be accompanied by infrastructure for walking and biking. If people cannot comfortably make it to the station, skip that line until you can afford the infrastructure. The community will support more enhancements if they see one or two of these lines making a real difference. Focus less on equity the first go round and more on visible results and impact.	78201
Need more via buses on 281 in front of southside high school. More routes to military and create route to Waterworld off 37 and priest/Mathis road.	78112
Corridor 1 provides possible unnecessary redundancy if future plans for a Rail System between San Antonio and Austin come to fruition. There is insufficient coverage for the Far West area (West Highway 90 route to Highway 151). For now, the recommendation is that coverage is adequate for colleges and universities, major shopping centers, and large workforce centers.	78253
While air quality and improved access to those who depend on the Via bus are vital goals the chooses I made were based on the accessibility to key areas and cutting traffic congestion. This will increase use of the bus by people who do not usually use its services thus creating economic growth for all parties involved (Via, Point A, Point B, etc.). This could also be coupled with extended hours at night, possibly having buses run until 4 AM, to assure safe travel is had at these hours. As a seasoned traveler to other major cities in the United States I notice these strategies are very useful and successful. I believe Via needs to "reinvent itself" in marketing and strategy to re-engage the Bexar county community at large. This survey is a step in the right direction and I applaud the vision at hand.	78221
We need HOV Lanes on our major freeways - IH 10, IH 35, US281 and eventually along IH 37.	78015
How about making some of the corridors transit only? Enhance alternative and active modes over the car in select corridors. Create a kind of transitway network that gives exclusive passage to buses. They can then meet schedules more reliably and transfers would be seamless. We need to be weaned from the expectation that we can carry everybody in a personal vehicle and expect the system to work. If we make transit efficient and effective, maybe we'll get the idea that the bus can help us rather than be a hindrance to our drive to work or shopping or school.	
Get your operators in put they drive every day these corridors. Not your planners. Suggestion;have leadership take the bus for six months their work, live, play	78207
get your employees & leadership to ride bus for a year. Get rid of your vehicle.	78854
I like the new transit	78207
We need rail, make it happen!	78209
Frequency is crucial! Knowing that if I miss my bus and won't have to wait more than another 10 or 15 minutes for the next one is what will make the difference between current availability and true widespread adoption. Having to wait another 30 minutes is a major deterrent for consistent use. Emulating train/subway schedules of cities like Chicago or New York will make Via a convenience instead of its current status as a sacrifice/tradeoff for current city dwellers or useful only for those that can't use cars. Free Wi-Fi is great!	78201

Any other thoughts on these corridors?	ZIP Code
Frequency should go later than 5:30/6:00. Service should be later than current to discourage DUI and serve the service industry at 2AM/3AM and further out than just Loop 410!	
Buses need to run way later! People are out late and have no options except more expensive personal/taxi/rental cars and maybe shouldn't even be driving. Running more frequently later would be great for being able to get from work to home and then out for entertainment shows and dinner much more quickly!	
What about bus service linking La Vernia, Floresville to downtown SA????Hwy 87/Rigsby - there is no future development for us to quickly get downtown? I used to ride VIA everyday when I lived in Bulverde but since I moved to La Vernia, there is not a viable VIA option so I am forced to drive my car everyday.	78121
We need to provide public transportation to Missions Espada and San Juan. None of these routes seem to quite do that.	78210
Are there any plans for future corridors on the areas east of IH37 of San Antonio other than ATT&T Center and Converse and Seguin?	78220
Bus system is feel, people complain too much. Cars crossing in front of bus is very bad	78207
Availability of relatively secure parking (park and ride) would benefit any plans to attract new transit riders. It would be difficult or impossible to get stops close enough to homes and work locations and with very hot summers, offering secure parking would help.	78109
Wheelchair accessibility to locales outside the SA metroplex is limited to costly taxi rides. Many other venues would now be available in a more direct manner as well as be a more viable option for those wishing to forgo using a small motor vehicle that carries only one (or two) person(s), saving everyone money all around. Transportation of the future is definitely needing to be addressed now.	78240
Lets do rail already. Via can do rail under the city/state right of way. No property would be requires, just the amount to build the rail lines. You can start off by connecting the most used routes, between the park and rides, military bases, downtown, etc. People would love to get where they are going in 10 to 15 minutes vs an hour to hour and half.	78109
I wish the Seguin route was not so limited.	78155
Callaghan rd coming from Lowe's, stop needs side walks on rt side, A lot of bus riders walking on the street to Fred transit station.	78229
Stop spacing the frequent buses, especially on the busiest times of month; Faster response times for people like myself call the VIA general number for info, also better faster way to notify VIA of issues with passengers and with drivers.	
From Huebner Road at Bandera all the way to Huebner and N.W.Military Drive. There is an HEB and other businesses people could take advantage of. Also a transportation system to better serve the people who ride the bus . We need more direct busses that do not go in a maze,but go directly from point A to point B.	
It would be nice to have a bus say like primo only stopping at the park and rides. Randolph to crossroads to Ingram say an hourly bus. It would relieve a lot of congestion. Maybe make the 21 an every 45 minutes instead of an hour on weekends because it doesn't meet up with other routes without wait. Would like bus stop 52997 to be a flat surface. Now that it was move I have to walk down to the next stop because its too uneven for me to step off the bus.	78109
I think some routes needs to be closed or merged. Like 93/94. One should be closed. There should be an express going from UTSA to downtown and another one that goes from Crossroad station to downtown. There are other routes that can take you from UTSA to crossroad station. Thanks	78256
some of this are outstanding ideas, thanks.....	78251

Any other thoughts on these corridors?	ZIP Code
<p>Currently the bus stop to my house is too far/over a mile. Millrock Pass and Topperwein - A VIA stop on Millrock Pass would be ideal. Sunday Service for VIAtrans and Regular VIA for Boxer Bay area. Need to access NW Medical Hospital from my home. Currently VIA Does not cross I35 to allow me to go to the Hospital or my doctor at the Medical Center by Methodist Hospital. Route From Rolling Oaks to Randolph P &amp; R Route From Topperwein and Millrock Pass to Northeast Methodist Hospital.</p>	
One these corridors need to have a light rail or HOV line options.	78217
Bus 505 Should run more often than every hour	
I hope the whole city, one day, will be linked Keeping on time is the most important	78204
This is great service, but also need more sheltered seating for weather reasons & The need to increase some bus routes after hours due to shift workers @different call centers/assembly organization.	78250
It is important to have buses run more frequent especially those 3 digit buses Provide more buses during the morning, and also when high school children are released from school	78218
The 550/551 should be more frequent	78217
Too slow and takes too long	
It is rough especially when it is extra late, makes me late for school especially 632. Most of these places I take my children for medical, dental or just travel. I feel as though you should make your day pass a day pass 24 hours. If I get a 3p.m. it should end 3:p.m. next day. Your busses do not run night for people w/night jobs that are over @ 3:00a.m. (2)a.m.	78218
I go to work and school and school is good because of Primo but need closer to school still have to walk far	
medical Center #3 Schertz #1	78218
I feel a little more bus routes should be running at least every 30 minutes due to more people taking the VIA Bus. I think this service will be better because of the high ridership on most of the bus routes. My priorities should be they should have some buses going to Retoma Park because there are a lot of people who work over there that pay more and that 's why I think there should be buses going to Retoma Park because people work out there. 505 Route should be extended to 10:00p.m.	78218
Doing a great job, just more frequent busses. Anything would help.	78207
Buses don't stop when they see you	78210
VIA Drivers are very nice	78218
Need more buses, run move often and on time North Star Mall more buses for more passengers to get where they need to go	78201
It would be nice to have more buses coming from downtown to Randolph P & R if faster getting from point A to point B if A lot faster	
Buses that travel to/from Colleges should be more frequent. If possible, make 64 bus route more frequent for students and Sea World visitors. It tends to get very crowded and it also tends to be very late when arriving due to traffic.	78222

Any other thoughts on these corridors?	ZIP Code
<p>Honestly, i like Vias current system. The only changes i recommend is</p> <p>Route 70 should be every half hr &amp; run on sunday.</p> <p>Route 95, 96 should increase frequency to every 20 minutes since it does get pretty packed.</p> <p>Bus 76 should have an extra stop on Hamilton &amp; Buena Vista that makes it more convenient walking home.</p> <p>Finally, i like bus 551 to travel around 11:15 pm to connect to kelac or have a shuttle since certain people stay stranded at Ingram Transfer Center after 9 pm. Thanks for the survey opportunity, your time, and consideration.</p>	78207
<p>I would love to see a plan for light rail. It isn't popular at the start, but it does catch on and makes a huge difference.</p>	78108
<p>I haven't spent a lot of time developing an articulate stance on our transportation issues in San Antonio. We live in the suburbs between 1604 and New Braunfels. Speaking from my perspective, I would like to see our community connected to the Forum, Stone Oak, the Broadway area, the AT&amp;T center, Downtown, the Medical Center. There are more and more people building and buying out here and the roads are so congested. I would love to see a rail system like the Northeast has or in the very least buses that ran out to our communities. The people in my area who are concerned or against public transportation are against it due to unwarranted fears of "outside elements" coming into our communities and doing harm. That issue or fear needs to be addressed when brining these plans forward. It only takes one small flicker to quickly spread into mass hysteria of the boogeyman.</p>	78108
<p>Add a corridor from Alamo Ranch and Lackland AFB/Port San Antonio.</p>	78253
<p>Need more south side public transportation. 42, 48, 36 routed</p>	78221
<p>Please get a station that's on 410 but going out towards traders village,</p>	78242
<p>ONE THAT EXITS Ray Ellison because I live past the Walmart but before the traders village in little mobile homes and have to walk nearly two miles to my nearest bus stop!!</p>	
<p>A transit center for the south east side/Brooks city base and Ft Sam neighborhoods.</p> <p>PRIMO like service to support route 20.</p> <p>More frequent routes to the stone oak/airport areas.</p> <p>MORE access to 1604(non UTSA) for riders.</p>	78202
<p>I go to schooll and would love for my bus to come earlier.</p> <p>And since the 550 is close to my school, I'd rather it stay there.</p> <p>This is perfect considering I'm job hunting.</p>	78242
<p>Kel-Lac and Ingram</p>	78227
<p>Areas that seem to need more access, access facilitated, or increased, etc.</p>	
<p>All the buses should run every 10-15 minutes everyday and make the bus fare 1.00 and 1.10 for transfer.</p>	78216
<p>On the 619 bus route between Whitewood /Five palm ? please add the 550/551 would make it easier than to walk far.</p>	78242
<p>Because of medicine, schooling, and entertainment</p>	78227
<p>Need extra 618 Route for Marbach two times like the 609 Route</p>	78224
<p>Need an extra 618 bus route for Marbach 2 times like the 609</p>	78245
<p>I drive a Paratransit van for Star Shuttle/VIAtrans.</p>	

Any other thoughts on these corridors?	ZIP Code
In my opinion: Route #76, #64, #17, #21 should be frequent #613 - #617 should be more frequent	78227
I travel everywhere. All high priority.	
Some of this are essential Monday thru Friday especially the medical the other during weekend for Fiestas and sports events. More Primo on Routes like #76 and the Loop 410	78245
Buses need to be able to connect frequently. Have to wait at least 30 minutes before next one comes.	78040
Boerne Corridor? For Transit - UTSA area that would connect to Boerne. What happened to that proposal?	78214
Kel lac transit should be updated, Hot in the Summer and Cold inside in the winter. Military bus is more used by most people and should be more frequent especially because it's always late. I live near Lackland and would like to see it improved.	78227
They are highly populated areas.	78245
I choose because of my knowledge traveling those certain corridors.	78240
Would be more helpful if there was more light & benches at bus stops. Need to have time & destination on bus, like overhead. Most important, give change back with a receipt like a bus transfer & never expire to be able to use for next time use. Bus drivers need to be a little more curious with answering questions without being so rude.	78227
We need more buses to run longer hours and later times. Like 502, 602, need to run every 20 minutes. We need bus with long hours and come more frequently.	78213
It'd be better for the riders that need to get to a bus without walking so far or depending on others to drive them to a certain stop. Some elderly or disabled can't walk far.	78216
I would like if you make perfect bus stops including waiting place and shades. Train must be good transport for us because in bus we have to wait in signal. That's why we lost our time and take long time to arrive destination. Have to avoid this.	78216
VIA should increase frequency* under 20 minutes	78204
Lackland area - from Transit Center to Military drive is a Long Walk.	78242
I work in the 1604 area and live by 410 it seems the number 2 bus is the only bus that travels out there it would be nice to have other options or more frequent buses out there.	78209
Run the bus time later specifically 616 and 550 an hour later.	78227
* I would be willing to walk a little further to reach a bus stop but it depends on how far the buses are spaced apart also matters how much more frequent the stops are.	
VIA does have the best transit system. Just being on time is precious.	78216
Buses should run later hours not everyone works days. The times need to be more often.	78216

Any other thoughts on these corridors?	ZIP Code
Buses should be at least every 30 minutes vs. every hour. It takes me 90 minutes to ride a 15 minute drive. Mostly due to the wait time between transfers.	78232
I just moved here, I don't know all the areas of town.	
3.)Accessibility for me 2.)Accessibility for more people 1.)Reducing transfers	
It would be nice to reduce the transfers which would reduce travel time.	
Major bus stop. Have change ready Ticket machine at Stop Intercom System.	78212
It has improved a lot with WIFI	
The number 2 bus on screen should show and tell the difference on routes instead of jus saying number 2.	78244
I really depend on the auto text on the overhead since I am deaf. Only half of the time does it work and it forces me to have to depend on others to not miss my bus stop. Sometimes bus drivers or other riders are helpful other times they are rude. I would like it to be current and have the text going at all times so that way I am self sufficient	78201
36 is late EVERYDAY during week supposed to be there 6:20 - 6:25 PM. he is there at 6:40 - 6:45 PM talked to his supervisor, but no solution, didn't seem to care gives excuses.	78223
So the people older 55 to older don't have to wait so long. VIA is doing a great job in helping people out who use the bus. Thank you. Sounds like a very very good idea for handicap specially.	78216
1.) Main reason is the students in our program (NEISD) are special needs and we travel train them through out the community 2) frequent buses helps if students or buses are running late 3.) Buses are not as crowded and more safe if they were more frequent.	78232
Priority: Because lots of people need to get to doctors offices and universities. My most important concern is closer stops.	78214
Having 1/2 hour schedule on 606/607 at Peak Rush hour so it doesn't run behind especially after 3 pm (by 1604 & Culebra) Living by Babcock & Eckert and Speech Therapy at Nacogdoches is hard to get to. My mom lives at Las Colinas of Westover Hills and there is NO SUNDAY bus.	
Route 79 Ruiz St coming back changes to 14 too far of a distance to circle around town to get to my destination ( Ruiz & Zarzamora)	78205
I would like more service for 281 South & 1604 South Bexar County out of 1604 South.	78264
Bus 10 to connect to Naco Pass should be more frequent since it is always late. When late you miss hourly buses needed.	78233
Would like circulators especially 617 and 550 to run an hour later so I would be less likely to miss my last connection and to have 24/7 if possible (same reasons).	78227
Route 65 should be more frequent.	
Transit stops should spur economic growth as well and need to tie into city's planning efforts and not done in a vacuum	78261
I believe all education facilities and downtown should get highest priority.	78251

Any other thoughts on these corridors?	ZIP Code
I feel that VIA should be non smoking and that means at Bus Stops and at all VIA locations. If people want to smoke they should have to be at least 100 feet away.	78248
Transfers should be for more than two hours.	
shelter is important for comfort and safety.	78227
priority = accessibility	78224
It would be nice if the buses traveled out of town like Houston Dallas, and Austin or Bastrop, like Tours.	78228
High Speed Wifi must be the standard, not the exception, on all routes. The Broadway museum corridor will be a key to the growth of VIA's image beyond 2040 and could also be used as a spring board to promote other regions such as the West Commerce corridor and Brooks CB route.	78228
UIW now has an extended campus on Brooks City Base. Improved connection between the Broadway corridor and Brooks would greatly benefit students.	78230
This needs to get done ASAP. San Antonio is expanding too fast. Also, what about service to 1604/IH10 to Leon Springs/Dominion. I could get off at Camp Bullis to Leon Springs - turn around at LS then back to IH10 at LS.	78249
Priorities: 3.) Rt 6 - more traffic due to 1604/IH10 expansion 2.) Rt 7 - more traffic due to easier access to Med Cntr 1.) Rt 9 - great to access Tom and Base	
Bus system is for people.	78207
Stop Spacing - The frequent buses especially on the busiest times o month.	
Faster response times for people who like myself call the VIA number for info, - Easier or better way to notify VIA of issues with passenger or with drivers	
Bus is doing alright for me	78212
Put the younger generation towards the top of the list. Many of us employers have a hard time getting young talent to live in San Antonio and these types of projects would help with that and help give SA a more stable economic future.	78215
A light rail line up San Pedro is somewhat useless. There needs to be a line up 281. This services the Airport to Downtown quicker, and services the Zoo/Brackenridge, Trinity, the Quarry, and the Pearl all at the same time. There pretty much should be light rail on all the major highways in town. This city is about 20 years behind at least with rail systems.	78212
I think that wheelchairs should have their own bus because they really slow down the process on getting to the next stop and just improve the frequency and I'd be happier.	78201
Crossroads P & R	78201
No concerns just keep on what y'all do.	78204
Frequency to every 20 minutes	78207
Route 88 needs frequency	
Crossroads P & R	
Patron travels from south New Braunfels St to downtown Rt. 20, 32	78210
Crossroads P & R	78251

Any other thoughts on these corridors?	ZIP Code
I think Floresville/Seguin TX/Poteet Jourdanton should have access to VIA bus to San Antonio. There are a lot of people that go work in SA.	
You guys are doing a wonderful job. Keep it up.	
I hate the bus	
Zarzamora needs Primo	78201
off - route - time	78207
Need more covered bus shelters	78250
more Primo, more VIAtrans, expand services to Alamo Ranch	78253
No opinion, VIA works hard for the people. Love it.	78228
<p>Priorities section:            My concerns are getting into town safely and not getting confused on where to take it going back home. I like downtown and malls, but taking too many buses to get there doesn't work for me. As for my opinion VIA has work very well trying to work with the people and their needs. Keep up the good work.</p>	
Having frequent direct access between residential/ business/ and entertainment districts are critical for people to CHOOSE VIA over driving.	78215
Bus should pass frequently.	78227
More bus lines to the VA	78219
Hurry	78227
<p>Bandera-Leon Valley-Downtown more frequent 7-10 am, 3-6 pm.            More covered bus shelter            Need a route NW Military connect to Ingram Transit.</p>	78250
Bus Route 610 should run every 15 minutes 7-10 am, 3-5pm. We need a bus that goes on Grissom Road to Bandera. More stops need to be covered Route 610,607,606,618.	
Expand the service operation in Stone Oak and surrounding areas.	
I'm really sorry, I've never used VIA and I have no idea on things of this nature. But I do wish that the VIA bus would go to Universal City from San Antonio.	
<p>551 bus by Vance Jackson &amp; Loop 410 run late all the time can wait up to an hour. Need more buses on 551 looper and if possible also 550. And 524 Bus should not run every hour starting at 6:00 pm but at 10:00 pm            Priorities Route 6 and Route 11 and Route 13 to get to work</p>	78226
<p>It seems to me that the Primo buses run empty most of the day. I walked to the Medical Center at certain hours (illegible) get off and then the rest of the time very (illegible) . The very dark windows make it hard to (illegible) the riders.</p>	78240
<p>The medical center corridor is very important as most specialties are served there. The south side (illegible) lacks in medical services so access to downtown and the medical center is important to these folks. San Rosa is more a children's hospital now as adults will need to get to the med center. The next 2 busy corridors are Stone Oak/281, IH35 to the N Star, Med Center and maybe (illegible) . High 16/Bandera Rd is busy but stops are a problem there. Also it is hard for folks to cross Bandera Rd.</p>	

Any other thoughts on these corridors?	ZIP Code
In the Stone Oak area, I have several friends that would need to ride the VIA, but since there are lack on Transits, they cannot.	
Light Rail could be framed to the general public as a business investment for our business and leisurely visitors that will allow us to compete for the very competitive convention and tourist dollars. It can also be framed as a component of our city on the rise (Just a piece of the puzzle) image with the newer & more modern looking buildings being developed downtown. I believe when our citizens begin to view our city as a progressive and modernizing that the mindset quite possible will begin to be influenced. I strongly agree with light rail from downtown SA to the airport. The Lone Star Rail district line could complement the Via Downtown SA to Airport by bringing in the northern corridor commuters. Our airport, because of its accessibility now becomes very attractive and maybe even a better alternative than the currently more attractive Austin Bergstrom.	78216
I picked #4, the Stone Oak Corridor, as a priority, but not the actual route to provide quicker access to businesses in the Stone Oak Area. However, this route should originate in North Star Mall Transit Center. VIA #648 is the only way to reach my Eye Doctor, but with all the meandering of this Route, it takes 3 hours one-way from my location near Culebra & 1604.	78250
Dependent if frequent service is also needed in more financially stable (rich) areas. This can help build community support and develop ridership among the young.	
Transit vehicles having their own lane just does not seem cost effective.	
Main highway intersections hours are needed more frequent at 5:00 a.m. darker hours need to become more frequent for safety More stops in subdivisions to decrease walk time.	78244
I really depend on the Ingram, Medical, and Crossroads transfer centers to get to and from UTSA off of 1604. I also ride the 550 and the 551 to get across town to Randolph park & ride. Mainly I would like there to be a route to Alamo Ranch from culebra or an easy transfer route instead of going to ingram then riding the 620 for about an hour and half. Where there could be a route going from ingram to alamo ranch.	78251
This is great. I currently study planning at a&m, and from what the blue print shows the spacing of the stops are well designed. Also many of the corridors indicated would be great alternatives to car use, and with improved sidewalk infrastructure would increase walkability.	78249
We desperately need light rail service in SA and surrounding counties ASAP. Need more transit centers.	
Major stops like colleges medical, and big attraction such as Downtown should be High Priority	
More interested in how to link SA with Austin and the VIA funnel into that transit. This would allow more business people to use it.	78230
Need to provide service late at night for people who want to safely travel to and from downtown. Need to provide service from UTSA, a large university, that currently is disconnected from the airport. Students need a reliable way to transport themselves to the airport without the trip taking multiple hours.	79257
Please get this underway WAY BEFORE 2040! Should have been done decades ago - thanks for working on it before it's too late.	78210
Please provide late night service or 24/7 service as well and have electronic info at bus stops as to when the next bus is coming	78211
Rail service to key locations	78240

Any other thoughts on these corridors?	ZIP Code
LRT should be the focus of investment, not bus lines. We are the only major city in Texas without a good and expanding LRT system. Start with an LRT line that connects airport to museums to downtown to convention center, and then perhaps on to Alamodome and ATT Center.	78209
It needs faster routes	78211
Apart from Morgan's wonderland connectivity, I picked things that would benefit me.	78205
If there is express or primo service that has fewer stops then it will become more attractive to commuters.	78249
Would love to see Via go to Boerne and Kerrville	78249
Streets must be repaired, FIRST!	
good planning	78249
Via ought to reconsider their routes in the highland park area. Bus routes in this area should include bus stop stands that are sheltered from the elements, heat, sun, rain. Customers should not have to wait under harsh weather conditions. If this cannot be done, remove the bus stops.	78210
20 min frequencies Hence during peak hours, 30 min or so fm-peak	78230
Rather than using a map that is inaccurate, but visually good...use a more accurate map in the future. It was hard to tell what rout you were taking at times because of the distortion of the map.	78250
extend 647 Harry wurzbach saturday til 8:30 pm	78209
Important to provide direct high-capacity lateral linkages (i.e. suburb to suburb) to/from major nodes, e.g. Stone Oak-Medical Center, Alamo Ranch-Medical Center, etc.	78023
Spacing is not as important as time, 10 minutes during peak, 30 min. off peak hours Speaking as a new resident of San Antonio from El Paso, VIA enables me to travel without worrying about parking, it enables the new comer to travel quickly. The VIA offices and drivers are courteous and help the new comer in finding his destination and quickest travel route Dedicated lanes are important for travel and bus safely	78207
24 hour service	78208
Service on south loop 410	78223
Provide Touch Passes	78217
I've suggested in the past to implement 24/7 services at least 24 hour service Mon. - Fri. * I picked plans where more people rely on public transportation. * I picked corridors that went to places that don't have frequent services or a less amount of accessible buses.	78242
Would like to see Primo on Broadway	78240
A lot of times buses are Late and our Transfer expires and we have to Pay again.	
Buses need to be on time to make the next bus on time and get to work on time.	
To get to Schertz.	
Passenger amenities need to be improved	78202
Operators should learn all routes to provide better customer support	78228

Any other thoughts on these corridors?	ZIP Code
We need were frequency Better shelters Better Service	
Make bus come every 10 -15 min.	
More passenger amenities are needed at stops	
Ones I personally use Ones that have more need to be used by the working class ones that see more use later work hours - at least half-hour longer Improved handicapped accessibility	
Most frequently visited areas with things to do in walking distance medical center is highest priority	78256
Have a bus station in the suburbs of San Antonio. Cibolo & Schertz. Closets bus station from there is 12 minutes with car. Hard for people without cars to get to bus station.	
Every City that caters to medical fields/tourism needs to make areas accessible to students and tourist when in SA	78223
For IDEA Walzem I like idea dropping off kids in front of the school that is a good idea.	
New to san Antonio, I am learning my way around. VIA should run every 15 minutes on high frequency area-using every 10 min is to many buses in one area 30 min per bus before the next one is to long to wait.	
Bring back the blue trolley back Flores street	78205
Yes, if each stop is redone	78251
Need Bus Service at Fair and Clark	78227
My #1 priority was school access for A&M & UTSA. My #2 priority was safe riders from frequent gathering points like tubing in New Braunfels & Downtown to uptown bars/events	78240
where I live there are bus stops too close together; or a block there are not any stops so if I miss circular I have to walk all the way to park & ride. Also, if I'm out before 6 am I have been approached by people on drugs where if there was a stop closer by a business I would feel safer.	78227
more cross routes so that you do not have to go downtown to go east-west	78239
Let the 3 run on weekends to blossom park Let the 3 run evry 5 mins let the buss run 24 7 let the 505 go to the rim put bathrooms on all buss let people with disabilities rinde for free and let all people with disabilities ride via trans For free put tvs and radios and game sistums on all the buss and put snack mushines and drink mushines and plugs to charge r cells make a bus just for wheelchairs and walkers put the wwe network on the buss and via has to pay \$ 9.99 make more buss go to blossom and stone oak and let the 509 run on Sundays let the buss go to burine and new braunfunls and via trans Eat on all the buss and via trans	78209
Need Rail System	78240
How about around 1604 bus service	78207
Having dedicated lanes may encourage people who don't normally ride to begin doing so in order to avoid congestion and speed time to work, etc. Really torn on frequent routes. The bus through my neighborhood, for example, comes hourly. I	78229

Any other thoughts on these corridors?	ZIP Code
wonder if more people would ride if it came every 30 minutes. I primarily ride the primo and would hate for it to come less often, but other than high use times it is never full (waste of resources)	
Safety, transit areas very convenient	78212
On sundays to have the PRIMO buses or any buses that have the information of when the buses are arriving like they do on Monday through Saturday. I travel a lot with the kids on Sundays, since this is the day the buses run very few in between I would like to be informed of when the buses are arriving when I am waiting with my kids.	78201
There should be an express that goes from San Antonio College to other colleges	78229
I believe taking public transit to the level where people are not afraid and/or it is accessible to people who want to do the right thing for our environment...use cars less! How can VIA help me to not only get to work, but get me to places I want to be on evenings and weekends.	78227
I think that the primo buses should be able to drive along the freeways frequently as well.	78254
More primo buses (routes) and less 60-min service 1604 on weekend service is not frequent enough	78240
Downtown	78221
Babcock to Dezavala Rd. needs a bus	78228
Always keep medical center priority. A lot of workers and business people who are drunk should be able to be brought home so no one gets killed by drunk drivers	78240
I use the bus for my travels, even when I work there are many times I've had to refuse a job because of activity of bus schedules and its time to consider; I've been stuck downtown because my bus got delayed from an accident; 2nd bus I needed stopped running;	78201
High Capacity - it would help a lot of people for job accessible Page 8 - it help people get to work and make appointments plus parking Page 9 More help Datapoint Street area	78203
Its areas that need transportation for customers to get where we need to go Make room for walkers instead of holding ourselves	78247
Page 2 - on a scale from 1 - 10 service is excellent. It seems that any glitches have been corrected and improved upon. Page 3 - Great service and look forward to what to come. Keep up the great quality of service! Page 9 - I think VIA has done a good think and are making continued positive strides and steps in making sure there is a quality relationship between management, employees, & the consumer. Moreover, with continued feeack & surveys, VIA is positioned to always have a strong relationship between each which will make it a model for other states to follow & replicate. Finally, Keep up the great work as I am and have always been a big fan of VIA and buses as a source of transportation. Thank you, sincerely, a 100% satisfied customer.	78240
I ride 2 1/2 hours each way to work! I could drive it in 15 minutes.	78228
Travel time is much too lengthy fro the 281/1604 Bitters Area. 502 every hour!!?	
I live in northwest San Antonio and we need more frequent service. We also need service that runs later.	

Any other thoughts on these corridors?	ZIP Code
pg 2- All buses should run every 20 min so that people can get to work on time and never be late to work.	78240
Pg 3 - Primo buses should pass through all highways and ect.	
Pg 8 - I believe all buses should go everywhere Busses should run every 20 minutes busses should stop at homes and offices Last reason - busses should be on time	
I feel VIA is fantastic. Great job.	
Discounted bus passes must be make available for students enrolled in vocational training programs. This is an academic training expense and is not fair that only college students benefit from discounts on transportations.	78255
I believe that frequency on most routes is great but I wish there was later buses from downtown to North Star and other park & rides.	78201
Better off road (Bietel-Perrin) access to express routes to make them more functional as a community system Traffic congestion some corridors are fine already if I can easily travel between them w/o delay I put them low. If they're regularly delayed(everyday @ certain times) I used them higher Better pedestrian access to them there is an express route within 2 miles of my house but I can't get to it across 281 "super-street"	
I have turned down jobs because of poor bus service no buses at night...too far t walk to connect with any bus.	78229
Need more buses, every 10 minutes	78228
Try to improve how late the buses run have more service. have a 10 minute wait maximum instead of 45 minutes to 1 hour.	78238
I would feel safer with metal detectors.	78228
South loop 410	78221
I think that bus terminal on 281 and 1604 should be improved and enclosed due to weather and location	78225
need a last stop at 3 a.m. for after hours work.	
It will expand our economy and turn San Antonio into a Metroplex.	78228
The 610 should run more often.	78250
Living on the southeast side, mobility to city-base is a priority as this offers many job opportunities/shopping/entertainment/medical services. Extending bus 32, which currently ends on Southeast Military (across the highway from city base), to go into city base before looping back around will solve this and increase ridership going southbound to city base, not just to downtown.	78223
I love park & ride.	78258
If buses pass every 20 min and person taking the bus knows the schedule that should give them goon timing to get to their destination. pg 2 I don't like to have to use a transfer. I would like to take a direct straight shot to my destination. pg 9	
Bring back the streetcar or other train service!	
Great and good luck!	78230

Any other thoughts on these corridors?	ZIP Code
We need more direct routes between major point of interest around town. It can take hours to get across town. Direct bus lines w/o stops between transportation centers would be helpful.	78209
I don't know how to ride the bus in SA, not familiar with routes Need bus service from SA to Guadalupe River/Schlitterbaum When and if implemented, please provide info for riders in spanish	
Frequency issue-Why not have small capacity buses in non-peak time frames with longer frequency & larger capacity buses with 10-15 minutes between departure for Peak time frames. The corridor that should be evaluated on density & demographics related to lively hood of using mass transit so that the economics of establishing a corridor provides for the most cost effective solution for a transportation corridor/route	78209
Please look into having 24 hour bus service. There is a high rate of DWI and Service industry workers who get out late and need that ride home.	
As a professional, I'd have to run errands on the bus during my lunch break. I've returned late due to a missed bus or late connection. We need buses spaced closer in time. I work on the Westside but need to get to the medical center for appointments and then downtown for a meeting and usually its impossible to do so within an hour. On my side of town there aren't a lot of covered bus stops. I feel we need to cover all bus stops and possibly push them back from the curb. Often times I get splashed by cars when it rains or inhale a large quantity of smoke while cars sit at the light. If you could improve these	78228
Buses should run later	78214
Need primo on Southside	78201
downtown into homeless people	78224
Link 520 to Toyota/ Applewhite Rd.	78224
520 buses ran a lot with little time to spare. A lot of people ride them. It would give s/o gards more time to check the bus	78210
Lone star rail is a great addition to the long-term transportation	78224
The bus I take from my house is the 610. Sometimes it says that it's supposed to come twice in 1 hour, and other times it said that it comes once in an hour. My problem is sometimes you have to wait for an hour up to four for an actual bus to show up. When the buses are late to get to Ingram Transit Center, they take 5-10 min. break most of the time. Not to mention if our transfer expires while waiting for a late bus to come, we have to buy a new one in order to ride	78250
Because I have used transit locations shown for over 25 years Bus stops enclosures are very important to VIA Bus riders due to inclement weather.	
These decisions should be made with the needs of the most under served and needy-I don't represent that demographic. All these reasons are important- we must work to provide options making it more convenient to take public transportation than to drive in order to create healthier (in all aspects) more economically stable communities.	
I didn't see much about where in downtown they go. Hopefully it;s tied into Alamodome.	78209
Need buses 24 hours day All buses should run 7 days a week.	
Service to the north sections of downtown - Stone Oak area, 1604 between 35 to 281.	78259
Faster frequency between buses.	78209

Any other thoughts on these corridors?	ZIP Code
Anything that will help reduce congestion and fuel emissions throughout the city.	78228
I think that certain routes that aren't available on Sunday's should be made available because of the difficulty presented when trying to take buses that do run on Sunday's and that it's not always possible to get connecting buses that work.	78249
<p>Key Stations: Airport (direct to terminal, not a stop that requires a shuttle); UTSA Main Campus, Pearl, stadiums, downtown, La Cantera/The Rim, North Star, higher residential density areas, high job density areas, USAA (at least 2 stations to make it easier for employees; they create a lot of congestion on I-10)</p> <p>Important Transfers: need more east/west routes (from Far West to downtown &amp; Ft. Sam, Far West &amp; UTSA to Med Center &amp; Airport, SAMMC to Med Center)</p> <p>Hours of Service: higher frequency and reliability from 6am to 7pm is far more critical than serving far suburban communities like Seguin, New Braunfels, and Schertz.</p> <p>Accessibility: Level boarding is a MUST. This is critical not only for persons with disabilities, but also people with children, people with groceries, and people with bicycles.</p> <p>Other: Put rail where people live, where they work, and where they go--even if it's difficult. That's how you get support. Quit trying to gerrymander the lines to appease finicky board members and City Councilmen. If you aren't serving the citizens that need you most, you are failing at your job. Period.</p>	78212
I think you need to look at linking Transit with San Antonio College better	78261
There should be routes along the upper west side that don't go all the way downtown first and take hours to get to a destination that's only 20 minutes away.	78250
Plan service on Wurzbach parkway Bitters & Blanco to Medical Center. Takes TWO HOURS!!!	78229
24/7 needed on Military Dr and Fred Rd.  Hours of service could be extended	78221
More trips to college Trips to Medical Center Areas of no crosswalks should be avoided	78221
<p>Help military personnel get around</p> <p>Help college students get around</p> <p>Help offset gas prices for those that live far from downtown but work downtown</p> <p>Decrease DWI by creating easier bus access downtown/Pearl/South Town to people/Tourist</p> <p>Well lit bus stops</p> <p>Frequent pick up times</p> <p>5am - midnight (direct buses only)</p>	78228
I would like the Madla transit center office open.	78224
What about the connections between the Medical Center & Airport, Medical Center & Alamo Ranch. The corridors seem to converge downtown rather than linking the major job centers and neighborhoods.	78217
Need covers for SHADE AND RAIN.	78227
Additional marketing must be created to promote the use of said corridors and the overall benefits to these regions. Stress, congestion, health, and the environment are key focus needed to make this work.	78254

Any other thoughts on these corridors?	ZIP Code
It would be nice to have lines that connect colleges for those of us who got to multiple campuses.	78221
I live in the Alta Vista neighborhood, but I work at I-10 and Vance Jackson. If the corridor up I-10 were implemented, I would love to catch the bus to work (and class up at UTSA) by hopping on the and saving some gas money for my car.	78212
Later service for Broadway	78209
I think the buses should run later. I also think that the buses should run on an express service in these areas like an express bus from UTSA to downtown	78217
I would use light rail if it were widely available/covered major districts throughout SA (like medical center/Downtown/Att Center/Alamodome/UTSA/The Mission/Alamo Heights/Etc.	78232
Roosevelt & St. Mary's St	
Page 2 - As long as there are no stray dogs	
Use shoulders on Interstates	
Page 4 - Maybe if you offered a helicopter	
Page 9 - Roosevelt & S. St. Marys!!!!	
Yes I have thoughts. One of them is, have any of you ever rode the bus between the times that there are only 30 minute waits in the extreme heat or the rain or the cold weather when it hits? Well that's nothing compared to waiting 1/2 and hour for a bus to come so you can connect to another one, it's running late, then you wind up missing a connection that is across a street you need to be at by 30 seconds watching it drive right past you as you stand there helpless to do anything but cross the street when the light is green for you to go and sitting in foul weather and waiting for another whole hour, when if you had a car or a ride home, you could be home in like 10 or 15 minutes. the reason that is given by a driver for the long long wait is, "well, there aren't enough people using this route to justify having more busses on this route." VIA does not have great or even good bus system. it takes so long to get any where and if you have to go to the store on the bus it becomes a logistic nightmare. you have catch sometimes up to 3 busses, to get to an HEB. and when you get there you'd better know exactly what you're getting and you'd better know where everything in every isle and you'd better be fast, because you'd better be able to run outside to catch a bus that can get you to your other connection before it drives off and you are left sitting or standing for another hour waiting for your connection, and if you miss that bus outside of the store, you have to figure that it will be a two hour wait because all of the connections you could have had are now shot to heck. Grateful to have one, but your bus system really stinks. There are not enough to go around and your system doesn't reach everyone. and the prices just keep going up and up, and service just stays lousy.	78229
I work on Eisenhower and travel to West Ave 5 days a week were I pick up my daughter and go home via bus. I would like to feel safe as I travel with my young daughter. I would like reliable transportation as I depend on the bus to get home and make it to her school by the time it closes.	78201
I am currently moving to Nightflight St in a new part of SA and hope the same quality of service is available on that side of town.	
if busses ran every 15 minutes no matter what rout it would be great	
The northeast side has a lot of congestion, especially around the universities. I feel as though the northwest side by the Ingram park mall does not have a lot of routes	78228
I think this is an excellent idea. It's sad to see a city as unique as San Antonio fall behind in important areas like transportation and environmental protection. High speed transit, like the bay area BART system, would improve the safety and efficiency of this high-traffic city vastly.	78210
Places that a lot of people visit daily. Explaining how people travel to and from home. In high traffic area bus should increase	78240

Any other thoughts on these corridors?	ZIP Code
Living on the west side it is very difficult to travel to different parts of the west side w/o having to transfer downtown first. These plans look like it would solve that dilemma	78228
Many areas indicated currently have little to no bus access Page 8	
Better help with route maps	
More Bus stops at Stone Oak Faster service is needed in all there corridors. Stone Oak is high priority in my case as there are many medical providers moving to Stone Oak that used to be within my range. Page 8 I would kike to have bus lines 509, 647, 648, run on 1/2 hour schedules rather than hourly.	
The Routes that most people take should come more than routes that less people travel. Page 8 More covered stops, I take my son to school on the bus and when its raining or cold the covered stops provide a better shelter than just the benches.	78201
I'm very please with the way the lines are set. I seem to find one almost everywhere I go.	78228
Getting transportation options to areas that are not inhabited by high concentration of residents ie, Stone Oak, Medical Center - Page 9	
If the Bandera route is added, it would be greet it line could be taken to the airport	78063
Live Universal City and work New Braunfels, IH 35 corridor would serve me the best. Willing to leave vehicle parked to help traffic and pollution issues in San Antonio and metro areas.	78148
Make sure that economically disenfranchised people have the greatest access to these bus routes. PLEASE.	80003
The buses be more on time not no 30 minutes late or they don't come until the next one. Buses run more often than every hour (certain buses) page 2 Stop over packing the bus. The bus gets too full. There should be a limit. page 3	78207
More suitable bus shelters besides old concrete benches	78223
Lighting on certain bus stops is a concern.	78244
Poteet floresville devine areas should have a route	78221
I feel like I would use the bus more often when I go downtown but my only problem is it doesn't run at the time I was to go home. There should be a late night via. Also, invest in a greener option of public transportation. May cost a little more but Mother Earth will appreciate it.	78249
The route from downtown to Fred Road, medical center, and UTSA west campus is heaviest in traffic. LRT down that route would enhance neighborhoods, and provide great destinations. Routes such as Zarzamora and S Presa through Blue Star and further south both have potential for more mixed use housing along routes. Same goes for Bandera Road.. Many parking lots could become mixed-use town centers. The San Pedro route is also a practical route for neighborhood enhancement, destinations (SAC and North Star Mall). Later Broadway could have LRT when it has more density.	78228
not enough	78210
you need more 96 Buses run between 530 am an 9 Am and again between 4pm and 8 PM for the people that work .. And all buses need to run longer hours till at least 11 pm so they can get down town and catch the last lineup at 1230 ..	78208
As a network these corridors work well in supporting one another	78212
I'm a wheelchair user so I'm always concerned about accessibility. I would like to see more seats convertable to wheelchair, scooter access than the two bench seats we have now.	78216

Any other thoughts on these corridors?	ZIP Code
<p>- You all need to put route 79 like it was, it takes too long to go around, please. I am in a wheelchair and do not get to my doctor's appt. on time. I do not like VIATrans mini bus to come and pick me up. They are always late!! Put more buses on Military Dr. 550/551 routes. On route 77 at N. Zarzamora st &amp; w. Martin , you need bus shelter. On route 79 at Ruiz St. and Elmendorf St. Needs a shelter. and for it 79 &amp; 14 Change to W. Commerce St.</p>	78205
<p>- Babcock Rd. should have bus that travels entire road - up to Fredericksburg Rd. - North Star Mall</p>	
<p>- I am grateful for Transit buses, so I can get daily where I need to be. I am thankful for your services so I can get too all my medical appt. and daily classes Basic shop at Southside HEB plus or to McCreless Mall Your shelters are a great improvement. Better Friendly service</p>	
<p>Once I commit to the system can the system get me to other places reliably.</p>	78258
<p>It is important to have bus like VIA express arrive every 30 minutes and a safe road is the best road.</p>	
<p>VIA needs a senior citizen bus</p>	78237
<p>I'm pregnant and it sometimes hard for me to get around Page 8 - 1. my doctors apt 2. job opportunities 3. a place to go with the kids I don't travel there</p>	78210
<p>Update Ingram P &amp; R and Randolph Would like to see buses got to Schertz and Universal City</p>	78221
<p>Some buses should at least have every 15 minutes - frequent especially on bus #2</p>	78201
<p>As finite resources require stabilization - High Frequency Public Transportation is a needed infrastructure</p>	78247
<p>thank you for your efforts to impact people and air quality.</p>	78132
<p>There are no corridors between Lackland, Leon Valley and Alamo Ranch. Perhaps I do not have enough awareness of VIA routes but from what I can tell there is a large percentage of population between Hwy 90 and 151, and between Loops 410 and past 1604 that would appreciate service to downtown without multiple stops and layovers. There is not a handy park and ride for this area. If I have to drive between 5 and 10 miles to reach a park and ride, I might as well drive the rest of the way especially after you factor in time waiting and any additional stops once boarded.</p>	78245
<p>VIA should have a 24 hour service for the people who work late at night and don't need to walking so late at night, too dangerous. Need extended hours</p>	78207
<p>It is good idea for the corridors to have an electric transit in the most populated areas, especially the west</p>	78237
<p>For Health reasons, the close stops are important to me and others w/physical disabilities. San Pedro is my primary route and if it could expand towards 1604 that would save me and others much time in regards to work</p>	78201
<p>Have more buses running more often</p>	78207
<p>This is great way for people to see a visual, so we can see how the transit are serving our needs. The more information the public knows the better attitude we will have in times of heavy congestion,</p>	78238

Any other thoughts on these corridors?	ZIP Code
accidents, etc. Commuting is an issue, roads are very congested, causing many accidents & delays to work	
In order for San Antonio to become a world class city that people will want to live in, I strongly suggest that we incorporate light rail in the near and long term plan.	78212
We need a 24 buses	78229
- There should be a shuttle to the Toyota plant. There should be ways to charge phones or iPhones, computers or tablets on Express, Primo's and at stations. It would not be hard to expand and profit, city, people and VIA if changes were made in areas with Toyota shuttle & access to plug-ins.	78207
I live on the southside of SA and would like to see more route further out towards Elmendorf to Sandy Oaks.	78112
There's a lot of changes	
I live in New Braunfels so selfishly I would like NB to be in the loop. Other than that, I judged based upon the greatest population getting to and from work or school or entertainment.	78130
Brooks area is growing; The most important thing is that a percentage of people use the bus service to go to work. These corridors would help relieve some of the congestion on regular streets. We do need help asap.	78221
- I think it is a fantastic idea to select corridors with high traffic or otherwise have the potential for LRT or BRT and transit oriented development. That is where there may be unused parking lots in old strop centers where the parking can be used for mixed use with retail below and housing above. The area could be landscaped park like & nearby residential streets could have sidewalks to the mixed use retail & LRT Station access to LRT or BRT could also be provided for bikers with bike lanes & with bike storage at the mixed use area. There are big economic benefits to people living along these corridors & by economic benefits for the city.	78228
Non stops between transit centers.	
Will you be able to provide more key stations outside of Braun and 1604 area?	78203
- Why do folks starting trips with Goutment Hill area traveling on New Braunfels are have to transfer at McCrelless in order to continue the trip to the Pre K - 4 School, The movie Theater, & Brooks City Base?? Page 2 Nobody rides these routes when its not rush hour, empty buses - OH MY GOD - OMG!!! page 3	78202
- You have great service for me being on a wheel chair, also the San Antonio people. I think the city is ready for a light rail I just hope all of your proposals become a reality.	78207
Everything seems to be okay with riding VIA very helpful.	78207
Extra buses during peak periods, like in Los Angeles. Metro pass is \$100plm schools & metro coordinated schedule for early release Love that in LA buses get in car pool lane or on 110 Freeway from long beach to downtown LA - page 2 Just along the freeway would interest commuters then regular bus at freeway stops page 3 More buses for students depend early release schedules for students more police presence on buses recycle containers VIA gave away drinks and no recycle? What does this say about VIA? That VIA doesn't really care about the environment. Shame on VIA I loved the metro in LA, the price was worth the savings in time and confusion of parking red line subway super fast In SA, tourist, students, and poor people ride the bus	78212

Any other thoughts on these corridors?	ZIP Code
<p>- During the peak periods you should add extra buses every 10 minutes The buses should run at least until 1a.m. because there's students and those who work the late shift that need to get home or maybe just another safer alternative. Have both trash and recycling bins everywhere so people can actually have a choice and not hurt the environment anymore then we already have. Parking for those who take the bus instead of their car to work, school, etc.</p>	78212
<p>- I believe that in todays world we should conserve resources and economy so if public transportation made more accessible to as many as possible - Demographics page 2 I have not used public transportation but am enjoying learning all about it - Personal issuer &amp; theft identity person to make it particularly difficult for it to be easily accessible or usable by I page 3 Conservation of all our natural resources. Saving lives while improving the quality of existence in all aspects of our lives What we do has lasting effects and affects more than just our planet.</p>	78207
<p>- Your proposal study is a very good idea. I'm please that it is for me. Improvements could be made in other parts of the city  As a former VIA Bus Operator, there were some comments made by the transit riders wished were made</p>	
<p>I feel routes like the 20 &amp; the 4 should be separated and I feel that would increase time arrivals I feel that any route going downtown and to high volume places like schools and med center are essential.</p>	
<p>Frequently use these areas  Service form Crossroad P &amp; R to Kelly AFB more frequent service on 77 needed.</p>	78237
<p>To some degree they also provide access to higher education facilities.</p>	78228
<p>Key areas for the public should include routes between medical areas like Stone Oak and Med Center.</p>	78230
<p>With proper messaging and branding, public education can continue to increase interest in public transportation for future growth of San Antonio and in all areas of business, technology, education and clean air</p>	78230
<p>Page 2- More bike mounts on buses 2 is not enough 52020 text is great for times so tell me if 2 bikes are on the bus Page 8 - Work, school, entertainment (Parks, museums, AT&amp;T Center Need to know if able to take a bike or not 52020 could have an X if there are not bikes on bus or I should bike to next bus #. I can take 3 different buses, all within 5 minutes</p>	78225
<p>- Elder care, special bus routes like in Houston 77 Bus routes need more 15 minute attention</p>	78207
<p>New Braunfels/Seguin - More population less efficient transit. Its needed here-perhaps more people would live within area while also allow less traffic Med Center- The Southside community is underserved and access to health systems &amp; other services would help. Additionally the community to the North &amp; Central should have access &amp; options for education ie. T, AM, SA</p>	
<p>All these are very important, although I also have concerns on Flores and Mitchell. Both going into and out of downtown. We need more lighting, at the corner of Flores and Big Foot over the bus stop. There has no sitting area no handicap accessibility. we have lot of elderly in our neighborhood. Please help us to keep our elderly safe. Thank you</p>	78204
<p>Most frequently used lines 66 and 520 to/work</p>	78207

Any other thoughts on these corridors?	ZIP Code
The West side of San Antonio needs to be more kept up with the buses. The air condition on 82 and 88 buses please. Always trouble there. The 524 if they can pass more frequent and later in the evening	78207
Buses need to be on time & not early or 20-30 minutes late. Than all buses wouldn't be right in back of each other. Example: Route 520 buses, they're always late & they do arrive its all of them together. I believe VIA is the most important transportation to us people that cannot afford cars. Sometimes its hard to be waiting for the bus under many conditions & cold days. My suggestion is to put more cover all around San Antonio so we won't get wet or freeze our behinds especially people with disabilities & children that go to school.	78201
East side of SA needs more frequent buses running along with them all. Schedules are hard to keep up with. Maybe stopping when someone is running to the bus	78210
Bus 21 Kirby morning and afternoon Bus 77 Martin secondary Pecos	
Buses should be 24 hours because people work 2 jobs and have children in night daycare	
Need some routes to areas not served right now (stone Oak, Brooks City Base, etc.)	78240
Is annoying having to wait more than 30 minutes or an hour in the afternoons. The reasons you see a decline of users is due to long delays in the evenings of VIA buses	78212
I have relatives that use the VIA and need to get to these areas. page 8	
The less stops bus has to make, the better dedicated lanes	78229
Homeless	
I want to make a complain about a bus driver that he come very late bus 36 6:40 & 6:45 downtown- He get at least at 6:15 or 6:20 at least Thank you	
- Yes these corridors already have service. How about the parts of Bexar county which do not. Perfect example, there is no transit system providing services for old Pearsall Rd. Specifically between 410 and 1604. there is a new business park being developed in there. Also Southwest Hay the largest campus in the United States. Many new apts complex which host games and events which unfortunately are not seen by all. Finally the great churches and small community called Von Army and near by the large Madonna Community would be helped. They and I have witness their suffering for years not being employed for lack of transportation. Please help	78252
More buses & time rotations for longer scheduled buses	
I would rather my tax dollars go to rail than to them improvements at the AT&T Center	
I would use bus transportation if it was more convenient in terms of my time. My 12 mile commute can be driven in 15 minutes. the quickest bus route takes approximately 1 hour Haven't used the bus since I was 18, inconvenient to do so now.	78213
I work downtown and live near rolling oaks	
there are no VIA Services in the Alamo Ranch area - very congested - an Alamo Ranch to downtown area would be great!	78254
Just making a better stop route. I see people everyday waiting for the bus and have 4 stops on one road instead of maybe two will get the routes on better track - less stops means people are getting to where they need to be faster	
the future needs will be to have more available options and relieve congestion...	78130
Frequency & reliability are major issues in outskirt areas. Examples, 630,632,611,606	

Any other thoughts on these corridors?	ZIP Code
Areas that have many buses of frequent routes already are not a priority	78229
I am disabled and rely on Viatrans, but do use the bus whenever convenient. I live in an area inside loop 1604on Judson rd where the stop is extremely far and does not run on Sundays, therefore Viatrans does not run on Sundays. This kind of fix would help most. Thank you.	78247
Fix buses you already have and lower transfer amount at least to 30 cents 95 bus route should have extended hours	
As a student of UTSA, VIA is my main source	
I LIVE ON LOCKHILL SELMA & DREAMLAND. A NEW BUS STOP WAS PUT IN, BUT STILL NO SIGN FOR IT. I AM IN A WHEEL CHAIR IT IS VERY INPORTANT TO ME THAT ALL BUS STOPS BE MADE ACCESSIBILITY FOR HANDICAP PERSONS. LIKE THE 602 ON DREAMLAND GOING FROM LOCKHILL SELMA, I CAN NOT CATCH THE BUS THERE BECAUSE NO RAMP, & COMMING TO THE CORNER OF DREAMLAND & LOCKHILL SELMA AT THE LIGHT, NO RAMP. THINGS LIKE THIS NEED TO BE FIXED. I DO NOT WALK.	78230
Please do a better job of market in light-rail! SAT needs it	78216
Handicap I'd tags to be viewed so handicap have seats available. At least 3 Special buses for wheelchair bound customers in each sector. Security personnel on bus for safety concerns of driver and customers. More covered bus stops.	78223
Light rail New Braunfels, Seguin, (New Branfels-Stop in front of bucees)	78201
The number 7 Route should extend into Helotes with a sto at the walmart at least.	78023
I take VIA to the Spurs game, I am out of town so I enjoy the ride	78881
- I was just in my home town of New York City with only 8,000,000 residence and in Dallas where there is light rail and buses. As a growing city we need light rail with your bus system. I've been riding VIA for 31 years and seen it's growth. God has told two decades ago that S.A. will grow into a little New York City. This would be good for the working class, Primo, and Light Rail. Go VIA Go!!	78245
Get more Primo's out there!!!! and Primo should have more routes like to the south and east side not just north/west west and central	78233
Move residents who depend on public transportation	
San Antonio and surrounding cities need reliable transportation. Not only if we have cars but also for traffic and parking.	78109
I live near loop 410 & Starcrest & Henry Wurzbach. I commute on the 509m which runs every hour and has no Sunday service. It would be helpful if they can either make it run every 30 minutes and/or add another bus, that way commuters can ride on Sundays. Route 550 stops by Starcrest but it doesn't stop where 509 runs & it a longer walking distance. Just a suggestion	78217
Easier wheelchair accessibility to not hold up traffic is a must. Strapping in chairs/scooters takes too much time. Yes, I use a wheelchair but hate delaying tactics he bus.	78240
More Eastern area's should be covered. HWY 87 E., only has a few stops a day. (Bus line #30). Can't get to work, doctors appts, etc unless we leave extra early & spend hours waiting for return rides.	78222

Any other thoughts on these corridors?	ZIP Code
<p>- I wish we had bus line up with the train and greyhound so people can get home and school and work on time. I wish the bus could run 24 hours like New York City. I think police and security officer should have a post on the bus so the bus driver is safe and people can feel safe too.</p>	78232
<p>- VIA Bus takes forever to get to where I need to go We need a bus to go to Dominguez Unit off 1604 &amp; 90</p>	
<p>Its a had one to choose but anyone is fine as long as there's other VIA buses still, I'll be ok.</p>	78203
<p>- need more buses on the Northeast. Right around Thousand Oaks &amp; Also Randolph Transit. The latest should be 9:00p.m. on week days on weekends 8:00p.m. Thank you Most of all handicap needs more attending too. The bus drivers are very slow on route</p>	78223
<p>Schedules for buses need to be accurate not leave passengers that are waiting for the bus to keep bus schedule Be realistic and consider all variables Have the drivers not stick to the clock and leave people behind Reevaluate the primo stops especially if they're not being used Drivers need to make sure people are seated before they start moving Loop 410 run needs to be more often - at least 3 times</p>	78204
<p>it would be safer if someone is watching the cameras on VIA buses, so we can be safe riding the bus. This high capacity transit would be great if our job is in another city</p>	78214
<p>A lot of people depend on these buses to get to these places quick for work, dr. appointment &amp; other necessity reasons</p>	78220
<p>Get trains and streetcar</p>	78218
<p>1604 &amp; Shaenfield bus stops need to be covered and bus stops needs to be located at Bridgewood Estates. There are not enough bus stops, people need to be driven to bus stops and that is ridiculous. Stops need side covers too so that people don't get wet. Go past Oscarwood Dr? Go further by Shaenfield, into neighborhoods. Bus stops with no roofs are unacceptable, people will get wet and sick. Please do it before it gets cold. Thank you, Please, its Flu season</p>	78254
<p>I have a car, sorry. Plus I will be going back overseas soon</p>	78214
<p>I don't know about the corridors but the number 8 bus route is a problem for people as myself who live in that area, the bus is no longer running after 8p.m. and I have a job that takes me until 9:00p.m. sometimes 10p.m. that bus line needs improvements Thank you very much</p>	78219
<p>I looked at the areas that seemed to have the most people that would want to ride a bus, in addition to needing the service...and , on a personal note, what I personally would want to ride. I am a bike rider and would want to see some of these routes link bike riding areas.</p>	78251
<p>We go to the downtown theaters a lot!! but to buses from crossroads, get some help please</p>	78216
<p>I feel that the populations in these areas could benefit from bus service so they don't have to drive cars page 8</p>	78232
<p>Wish there was a closer bus stop to the AT&amp;T Center for Sprurs games. Long walk &amp; somewhat dangerous (lots of traffic)</p>	78253
<p>Familiar with service routes - page 8</p>	78223

Any other thoughts on these corridors?	ZIP Code
Locations sometimes take 2 to 3 buses more money-transfers expire too soon. We need transfers to last longer and start after you leave the bus for complete time availability	78220
I'm satisfied, just less time between bus arrivals	78242
I ride the bus everyday-it is very important to get where I need to go	78207
I only use the Spurs bus as I am from out of town	78028
I would like VIA to run normal schedule on Sat, Sun also because sometime on weekend I go to friends house that live on the other side of town it takes 3 hours to get over there, on weekdays only 45 minutes to an hour. I understand on Holidays run the buses like Sat, Sun Schedule	78201
I also think if some buses ran later it would be great also 505 route	78212
I take the bus to & from my college (N) & sometimes to work, if I wanted to go anywhere else It'd be easier if buses came 10 - 20 minutes at time so I can be there on time.	78213
Bring more busses Blanco Rd , south Basse Rd. Good service in that neighborhood, the buses work hard in that area Thank you VIA Metropolitan	78212
For people w/kids stops close as possible is important	78229
Getting to places across town faster being able to get to locations farther out of town - page 8	78231
Bus Should try to be more on time	78229
Don't really ride VIA often but it seems to be improving	78213
What mean long time 30 minutes arrive Ingram Road/Mall. All routes. I will walk a little further to have them on time. Light rail population serve I don't know how to do transfers between the buses.	75251
Its the furthest point away where people still got to travel to Main points are busy areas such as hospitals, etc.	78228
Bus VIA should expand more money on express buses, because It would provide equal opportunity to every people and faster service.	
It would be nice we need to get to our jobs faster. It would be good for the people.	
Need Rail train to stop in San Marcos and Bus stops near Retama and San Marcos Light rail to Austin Beer and bus and river too	
I based my onion on the area, some areas people have car accessibility and others don't so people rely on the bus more. At Randolph P & R around 9:30 -10 - 10:30 there is always a double upon 551 that always holds people up If that bus could go frequently like other times then that may increase your chances of more customers.	78218
Please make routes 24 hours or at least later routes. They stop at 10p.m. but people are out later than that. Also had jury duty & was given a pass by the court as was told that every bus driver knows it is a free pass, but was held up and asked for money every time I used an express bus I'm not happy about that.	

Any other thoughts on these corridors?	ZIP Code
<p>I feel that buses should be more frequent for the convenience of people who live far from areas such as universities (UTA, TAMU, SA, etc.) due to time issues and traffic</p> <p>I feel that the corridors I ranked high could use more bus frequency, especially for people who live far from these corridors</p>	78218
<p>More traffic during high priority ratings. 24 hours service is needed!!!!</p>	
<p>Buses should run 24 hours People have to work and go to work and school. I need to get places fast especially to school with my kids</p>	
<p>VIA is ALWAYS LATE!!! Always the price is too much, it take me 3 hours to get to my job at 6:30a.m! I have to be in at 10, I have to leave at 4:30. This is ridiculous. Be on time! Run more frequently 24 hour service, a lot of families have late hour jobs, my bus #630 stops too early. I work at a restaurant and we are open 27/7, why aren't you?</p>	
<p>Bus 550 is always packed! People need to get around</p>	
<p>Buses that run once an hour such as 630 really doesn't help since the bus is late all the time and the bus drivers don't even know the route. Such as if they summerfest bus stopped running already they should turn in sunrise they don't always.</p>	
<p>Park and ride need later line up buses that runs effective accordingly to downtown bus line ups. VIA 10:30p.m., 11:30p.m., 12:30 midnight</p>	
<p>Need bus route (line) on Eisenhower Rd and the 509 should run on Sundays</p>	
<p>High access to school (alleges) for the young people *Access to areas such as near Universal City that has NO bus line going to the city.</p>	
<p>It would help people get where they are going faster. It would help more people wanting to ride VIA - Page 8 The 630 bus route could use this also I ride that bus and I sometimes get to work late and I have to wait for a long time. I think if it used this it would improve the bus ride and have happy customers - page 9</p>	78219
<p>It be easier to access these stops and improve on VIA and population - page 8</p>	
<p>Range of routes Population served Density of alternative routes page 8</p>	
<p>And 24 hour services would be great, I would be able to go to work and won't have to leave so ealry</p>	
<p>Each step needs a place to set especially if you are elderly or handicapped. Also at night needs to have lights at all posted stops, thank you Page 2 Bus #21 should go 1/2 each way all day not hourly</p>	
<p>I think the bus schedule should reflect the time the bus starts running. A lot of us who use the transit system lives in established communities and most of the time work starts at 0700. Most buses drop us off around 7:08a.m., we are late to work.... ALso I believe wetmore next to the airport should have a bus stop. Just a thought Thanks for the survey</p>	
<p>I want the city buses to keep on running and running on time</p>	78217

Any other thoughts on these corridors?	ZIP Code
The 630 bus tends to be late very frequently, which sends a ripple effect having many working citizens late for work or up hours before needed in order to keep there jobs. They should be on time or have more buses on the route.	
Economic opportunity Education opportunity Fewer cars - Page 8	78216
A lot of time traffic gets congested and leaves buses running late	78239
High capacity is a pretty good idea this is a big area to cove and not many buses are believable and they take at least 30 minutes and is caus I have been there late at UTSA area , it should have more faster transportation Transfers shouldn't be used between buses cause many people don't have enough money to afford it.	78218
I don't understand why buses like the 509 don't run on Sunday? Sometimes its raining or other bad weather & the next closest bus stop is very far	
They should have buses that go directly to colleges	78244
There have been times where I've had to wait 2 hours because the VIA bus either had an accident or broke down, would be best to send another soon as it's called in. I know your timed but this no excuse to skip route or stops a fraction of a second when the person is not moving fast enough I believe its better to access to med center military should have a faster lane to travel in the event of a crisis	78244
Stop at schools, businesses and shopping is most important	78203
Should be most convenient due to weather issues - page 2 The 630 bus industry park - why only 1 stop on base(SAMMC) The first stop is the main visitation center to get a pass 630 leave you at the 2nd stop and you have to walk up access rd very dangerous plus with children?	
I will like the 605 on Sunday and the 620 also, it will help	
Via should operate 24/7/365	78240
I'm confined to a wheelchair (for now), so I use VIATrans, so a lot of this really doesn't pertain to me.	78230
Station locations should be where there will be a greater concentration of riders, transfers should be to a destination that is convenient to the rider, early hour and late evening hours to accommodate those particular riders that have to be early at work and those that work late shifts. special attention to lighting and stations not to be isolated from businesses, where riders would not feel safe (with some form of security).	78217
Come on with HOV Lane, and the rail.	
I would like businesses to be more active in encouraging employees to utilize park & ride, bus services. Many business have their own parking lots with computer monitoring entrances. Employers could offer pay or credit for via passes. Monitor if employee is actually using pass by computer use of parking lot. Employee should use pass bus 50-75% of time. For park and ride areas, employers could donate a tax deductible donation for security cameras, monitors and the like to help. Employers and Via should get together to come up with programs to encourage employees to use bus especially during peak times. It is frustrating to see an endless line of traffic with less then 2 people.	78238

Any other thoughts on these corridors?	ZIP Code
I would definitely promote the use of public transportation if there were more routes/access in the Helotes area (1604/Hauseman) .	78023
There are certain magnet schools that have students living as far as new braunfuls come a long way every day to San Antonio. Should these corridors be implemented as far as planned,they should have an emphasis on these students.	78213
I see a lot of elderly people on the bus. I want them to be able to have easy access to buses without having to walk long distances normally, much less in bad weather, or at times when it's darkest and least safe to be out.	78229
kell =lackland park and ride	78245
With the projected growth and current traffic issues in SA, alternate mass transit needs to be developed to get people off the roads so by providing quality and reliable light rail service I think people will use it to get to work especially instead of sitting in hours of traffic everyday. Besides, a growing city like SA needs to relay on transportation besides a bus and expanding roads only encourages more car drivers so the problem isn't solved.	78245
We need a light rail to/ from the airport and AT&T center and arenas for games. Other large cities do this to eliminate traffic and provide multiple trips from the game, not just one bus after a game so you have to leave early or risk missing the bus. Congested areas on the highway need to be looked at especially for workers. Please put in a light rail system. San Antonio desperately needs it. Expanding highways just won't cut it. We need to think long term and trains are the way to go. People will use them just like in other major cities. Thank you.	78245
VIA needs service to Universal City	78218
Need more bus service to the Toyota Plant The 100 bus needs to have more routes added	78215
Attempts should also be made to connect college/university campuses (tons of commuters) with transit corridors.	78212
Transit vehicles should have their own lanes if possible even though no possible in some areas. City should have planned this years ago being handicap gets difficult to even ride on regular transits. Having own lanes would help congested traffic, save time, and less stress on drivers if not reduced private individuals off the road to save the environmental conditions. Need to explain what corridors mean misleading explanation on page 3	
I have been requesting for #36 City Base Brooks to be extended to Southton Rd. & return back on S. 410-Back to S. Presa & into Downtown going into City Base at Sidney Brooks & turn left on S.E. Military Dr. & right on South Presa going to downtown, not having to go into State hospital since #36 Hot Wells also goes into hospital. No sense for both #36 buses to go into hosp. Our community is now growing, had a dollar=General store, just opened on S. Presa at Mission Creek Subdivision. Buses #36 would really help us residents at seven subdivisions in our area Thanks,	78223
More service needed on S.E. Military Dr.	78223
My route 524 on Sundays is bad every hour & than 30 then after 610 every hour. Don't like that.	78226
Put transit center at 1604 & I-10 More frequent rider Provide transit and bathroom at 1604 & I-10	
Could use more security officers to ride on buses to eliminate the people that leave trash and not drink beer on bus	78002

Any other thoughts on these corridors?	ZIP Code
Randolph Kellac Crossroads	78238
Should have 30 day pass with military discounts for veterans	78229
It may decrease travel times I agree with this. but, no one is thinking that while I'm willing to walk a little further that it may be harder for some to do the same. I.E. the elderly or disabled. Pg2 For those who are unable to walk without assistance this should be a great thing, Should be. pg 9	78201
the 100 going to UTSA should start running a little earlier in the morning. I leave home at 3:45 and walk about 5 blocks to make it to medical Transit to catch a bus. Those are busy places and would help people to get home or work faster. page 8 Start the 100 UTSA a little earlier in the morning Monday-Friday.	78229
They would be more convenient for people who use busses in these areas. I wish you would consider having a route down Babcock, at least from UTSA to the medical enter, or even better, to Wonderland. There is nothing for all the people along Babcock west.	78249
Improve Kel Lac, Ingram Transfer Center and Naco Pass. Primo should run fm Ingram Transfer Center to Brooks City Base. The Looper should be broken down in 4 quadrants, the buses should not have to travel all around the city, clockwise or counterclockwise.	78242
A direct route from Alamodome & AT&T Center to Kirby (as part of the Converse & Seguin route) as a major route for all events at those venues. Late night service as well for that route.	78219
This is for the greater of the city of San Antonio	78223
There should be music playing like for the holidays that would be nice instead of silence on the bus	78228
There's always room for improvements	78223
Express bus service should be offered between medical t/c and downtown with frequency of every 20mins. And take advantage of new medical/fred underpass	78237
Reactivate Express Route 63 dwtn/alamo ranch, maybe with extensions to bandera on 1604.	
Renumber the two branches of route 75 seperate numbers to avoid confusion. Route 75 should be Acme branch, restore route 74 number to the El Paso branch. To avoid common confusion between buses.	
Add a circulator route between kel-lack and richland hills with hour frequency to assist 64 express bus	
Get 64 express bus route out of richland hills all together and put it on hwy 151 to 410 to 90.... performance for route hurts with traffic around richland hills.	
Offer a new crosstown route between medical center to kel-lack, via Callaghan Rd.	
Fredericksburg Rd & Leon Valley along with Hebner Rd.	78215
You must also consider pedestrian and bicycle path access to bus stops. Many areas have poor sidewalks and bicycle paths are non-existent. Improve the bicycle loading system. Have a bus/bike plan where the bus can hold up to 20 bicycles.	78229
Use empty parking lots as stations for rush hour transit, like the Summit near Callaghan & 410.	
More people will use vs. drive themselves Relieve Congestion Page 8	78245

Any other thoughts on these corridors?	ZIP Code
-Most Sr. Citizens in our area don't have quick & easy access for our needs. We need to have bus route to go down Callaghan Rd. from Hwy 90 to Bandera Rd. This way we could get to the bank, HEB, convenience store, clothing stores as well as restaurants, fast food, meat market, 99cents store, Dr.'s & dentist.	
-I know that VIA does all it can to help those without means of transportation (like my kids & grandkids) so for this I thank you. VIA is the best public transportation in Texas and probably in the nation. Thanks	
- I had never used the bus system in about 15 years, & the bus drivers were helpful to me instructing me to what bus lines I needed to get to my destination. Drivers were courteous & patient in there instructions.	78228
Bus stops are too far from home, I need VIA	78228
All these are important to me specially accessibility it make it easy for people with disability.	78201
Bus very rarely comes on time	78228
I am for the proposed corridors on page 8	78228
I just want to be able to leave my house to get to where I have to go at a decent time	78242
I walk to catch 550 from jones-maltzberger so more stops would be nice. The places listed have more workers. page 8	78217
Primary reason is proximity to work/home for me are Routes 550/551 most important.	78217
They should run late so people who work shift ride the bus, instead of walking alone at night. It always good to remember sometimes you have a car, sometimes you don't and the bus system should always go every where in town. Thank you	78240
I live by the 648, 502, 3 and the first 2 routes (648,502) only pass every hour and both stop by 9:45 p.m. and people get stranded and can't work late - It can take up to 6 hours round trip to just go downtown and back.	78232
The biggest reason why people don't take the bus is because they say it takes too long. If all major bus routes has a normal bus and a skip bus that would help. All buses should run 24 hours even if every hour. or on the slower routes every 2 hours. At least passengers would have a way home.	
There should be a lot of focus with Crossroads since its one of the major transfer points and park and rides for north side of town.	78228
281/Hwy/ Thousand Oaks more and more people are catching the bus out there - I got off work at midnight and the 14 only stops at 410 and Perrin Bietel....I live all the way on Thousand Oaks.	78247
I think it should be free to ride on weekends. At least try it so people can experience riding the bus. Try using much smaller buses on some routes to reduce costs. Also, why not survey larger employers and find where their employees live? Then, plan some flexible routes that only run 3 trips or so in the morning (7:30 am to 9:00 am) and 3 more in the evening (4:30 pm - 6 pm).	78209
The northside needs more development - A bus out to Schertz would let more San Antonians work at the many warehouses on tri-county parkway. 24 hours buses are needed.	78247
They need more buses on the road and highways. The bus drivers need to look at the road then talking to their friends.	78207
should have bus 603 cut through Huebner Oaks.	78240

Any other thoughts on these corridors?	ZIP Code
Improvement of schedule reliability and advertising more via social media would really improve VIA as a whole.  Providing an easy or easier instructable as to how to use the VIA system would attract more attention from youth.	78218
I completely understand that there will be traffic, but with just one bus coming within 20-30 minutes within each other and there is some streets that are very congested they need to have more frequent buses showing up.	78229
There should be some routes for popular nightlife destinations like clubs and lounges, maybe after hours to get them home safe also.	78215
I believe ensuring frequent, safe transportation from the military bases should be a priority regardless of the economic or social impact. Additionally, travel options to and from all colleges and career training centers should take a priority and routes should be created with the cooperation of those places of education to determine where their students are traveling to and from.	78109
How about your buses being on time? How about being able to take 1 bus to northwest Vista college instead of 2 or 3? How about having reliable service to all who depend on it? How about having the reserved buses in case one of your buses has flat tire or brakes down so that people is not just dumped from it and walk 30-40 minutes but they paid for the service?	78230
Having the buses run later/more options with times; more connections	78220
I like the Primo and would like VIA to have a light rail in like in San Diego, California, so we could go downtown, med ctr. and Austin, TX. I like the survey, it helps improve the new corridors for me to get to all those places around and outside to Converse, TX since I don't have a car.	78229
Routes like 96 should run later hours to the call center area they go through	78229
I mainly travel downtown and take 1604 area both are well accommodated but 1604 and Stone Oak could have more routes	78250
My uncle likes via he can't live without it	78207
Need cover on the 620 bus stop going into Ingram park & ride across the Dymaxio Apartment. Nothing to cover the rain and some hour of the da it's very hot and sometimes the bus is very late. We need cover!	78250
1. I live in the medical area and the bus is my best option for arriving in time 2. Work 3. School	78240
I've been taking via most of my life and I'm mostly pleased with the service.	
Whichever are most popular. It'd be nice not to have to leave so early if there were more buses, but hey it's not all that bad Thanks for getting me to work!	78240
It has lots of Space it does leave me & my family at are destination page 3	78202
For my answer under "Frequent Routes" the option I selected should only be implemented if other routes can remain the same (ie; routes that currently run every 30 mins) I like when the bus comes on time. I don't have a problem with current routes. I do however think lighting of bus stops could improve to avoid being left at a bus stop because the bus driver cannot see a person at the stop.	78201

Any other thoughts on these corridors?	ZIP Code
1. Route 88 needs every 30 minutes service on Everest Bandera 2. Add service on Callaghan all the way from Loop 410 to Culebra or beyond. There are NO buses from Bandera to Culebra on Callaghan. 3. Have very frequent service to TX A&M, SAC, Not just in high volume areas/time to accommodate ALL Students' schedules. 4. Bus Service on Huebner from Babcock to Floyd Curl	78238
All are important.	78207
Well right now I do walk further to catch the bus. In some areas it would be good o have the bus stops closer together. I agree with dedicated bus lanes. No-the bus should never share lanes.	78207
need to have accommodations for bicycles, a lot of bicycles	78109
Should provide better covering for weather conditions as on Potranco. Vera little covering & Bus only runs hourly. Route 620	78240
I think all buses and routes should run until line ups are done. going to and from town. Not in just certain time limits. A lot of buses stop in different areas at certain times and that's not fair when you get out of work late and have to walk to the nearest stop just to catch a bus to catch the line up.	78207
I ride the 100 Primo to work downtown and I like the way the route and frequency have been configured.	78240
They need to be on time more often and maybe have less fare	
Priorities:	
I believe a 3 because there are more people and jobs and 1 because there less.	
651 weekend route needs improvement. We need two buses on this route on the weekends.	78213
Priorities:	
I rank the routes that normally travel.	
64 buses should be more frequent Rate for individual on route should no have to pay increased fare if it is the only bus on the route.	78230
I think students should be able to get to class on time. I would like to visit New Braunfels once in a while.	78238
Most of the corridors I picked are the busiest.	78240
Corner of Pickwell and Letopia we need a covered enclosure 78223 area. We need cover on both corners.	78223
I ride the bus on a daily basis. It would make it more convenient for me as well as other riders.	78228
The bus stops are ok but like the 618 should run like one downtown until 12:00am or 10:00am. There are people who work from downtown and live on this side of town.	78251
Light rail should extend to this side of town.	
The key stations are fine. There should be seating at neighborhood stops. Like at Starcreek some bus stop do not have any seating.	
They are doing a good job now	78242
This is the most traveled by me.	78230
Reference to map: Most of these areas have high populations and thus should have longer hours of operation. It's also important to me that the number of transfers from place to place is as few as possible.	78232

Any other thoughts on these corridors?	ZIP Code
I would like to see the 550 and 551 bus route coincide more with the 619 bus route. Sometimes I have to cross a busy highway (Military Dr. S.W.) Because the bus 551 does not stop at a bus stop on that side of the street. This causes a lot of extra walking for senior citizen.	78242
I think 3 is important (page 8) because I use to live in Converse and they really need a bus route. Also I work around Lackland area so #9 and 13 are important, #12 is important because there's a new college there.	78214
My mom uses the bus to her work and the bus helps her gets to where ever she needs to go. Since my mom takes the bus to work, it is important for her to get to her work in time.	78212
I have to walk at least a mile to get to the bus stop. So walking is no problem but when it rains I need a close bus stop that's why I marked both.	78251
Need frequent route from 410 and S Presa. Bus 36 doesn't run weekends. Why?	78223
We need a frequent route from Elmendorf. The bus doesn't run on weekends. I stay 410 and S Presa. No bus here on weekends and only 5 times a day.	
Focus more on downtown (speed wise) and just keep all the outer areas closely knit. Just generally decrease either the distance from locations frequented, or increase the frequency of buses.	78220
My husband is a new bus driver	78218
I have family in Leon Valley area transferring to A&M, I think this hours should be longer like in Austin	78209
There aren't enough bus stops and frequent buses running around those areas	78242
Frequent buses do help a lot especially overcrowding on these buses, making it more comfortable for seating. Page 2 Yes these services will help a lot for people working far from home and commuting on a daily basis. (page 3) Commuting for work purposes and good for walking as an exercise. Page 9	78201
High Frequency 618 needs to run more often	78238
You need to update the website more often	
I work in Silicone Valley, it would be nice to invest in a route where it goes around the call centers Getting to work and school page 8	
Mostly believe that the downtown routes are important to get to the outskirts of town	78216
I feel that your VIA is one of best in the USA. I think that your line up should be later on some corridors	
Currently bus system Is excellent w/some improvement needed	
better know how on securing a wheelchair. I'm VIAtrans and always need to ask to be tightened a bit more.	78224
The areas like Stone Oak need more priority buses in that area.	78202
3. Main reason I chose the corridors are because those areas are the ones I travel the most 2. The other reason why is because from the past experience it's a lot more difficult or not be able to reach my destination/locations 1. There are good venues for people have to access to Page 9 - having more service every hour instead of at least having it to every 30 minutes.	

Any other thoughts on these corridors?	ZIP Code
I think North Star and Medical Center get the busiest due to lots of people in the area	
I want to thank VIA for all their help. The bus drivers are very nice.	78207
I have been traveling a lot this semester as I am a student at SAC off San Pedro. I really waited for my bus as I like taking the 3 not the 4 because I need to get home early & yes I do love the VIA Bus!!	78216
1604 downtown Blanco San Pedro	
Do something to alleviate highway traffic.	
It's only the hourly buses, that make it frustrating. But to be honest the VIA System is a good system.	78223
[There should be] toll lane or carpool lane or Express of 550	78226
Military discount on monthly passes to retired, active, etc.	
I think there are many areas that are not now serviced by VIA that would be helped tremendously by having service in their areas.	78212
I believe that the Northwest araea (i.e., Medical Center) is important because I live there and am familiar with it. I believe all the military bases should be high priority because our troops should be well-provided for.	78240
I think when we have transfer they should at least have about 2 hrs than 1hr 30 mins. That's not enough to handle our business and then come back to where we need to.	78207
Buses should have later hours for those people who work late.	78207
Free for children I love the service operators and available info on net.	78225
14; 20; 100 are the routes I enjoy. Drivers are exceptional.	78207
We need more transportation frequently. Weekends.	78220
communities setting transportation to Med. Center + Ft. Sam	78227
I think that bus route 509 should run on Sunday There is not way to get from Broadway to Fred Rd. VIA Hildebrand. Also this route cover a lot of area. Plus it goes from Wonderland Park& Ride and Randolph P & R.	78212
Complicated survey. Just want efficient frequency of buses. No idle time for 30-45 wait. Cost of riding bus is fair for all rides. Still economical.	78220
Alamo ranch usually takes 1 1/2 hours to get to would be nice to get there a bit faster.	78229
Transfer always come to North Star or Ingram Transit.	
If buses could run until at least midnight a lot of people who depend on bus can't work past 9 or 10 pm because of no way home.	78216
VIA is an asset to SA.	78216
I'm fine as long as VIA gets me there on time.	78216
Naco Pass needs a little building w rest rooms. Awfully cold/hot waiting for the buses, but Very reliable. I live on 640 route. Wish Sunday service would be reinstated. Thanks for asking!	78233

Any other thoughts on these corridors?	ZIP Code
<p>1.2.4.5.6.7.10.11.16....            NEED #502 ROUTE TO RUN EVERY 20 MINS N RUN TIL AT LEAST MIDNIGHT!! WE MISS ALL THE EVENTS DOWNTOWN OR ANYWHERE TO RIDE THE ONE BUS HOME!.LAST BUS RUNS 9:20 SO WE HAVTA LEAVE DOWNTOWN BY 6PM TO GET THE LAST BUS HOME OR WE ARE STUCK AT NORTHSTAR MALL! WE LIVE OFF THOUSAND OAKS RD BY WETMORE! NEED A BUS TO RUN ON BULVERDE N THRU EDEN SUBDIVISION OFF TAVERN OAKS, TO BULVERDE, THEN TO JONES MALTSBERGER BY DRISCOLL MIDDLE SCHOOL! CANT GET TO SCHOOL THINGS AT ALL! TOO FAR TO WALK! DEPEND ON VIA TO GET ANYWHERE! IT DOESNT RUN FREQUENT ENUFF FOR US AND WE WALK 20 MINS TO GET TO THE BUS STOP ONE WAY! I AM A LIL DISABLED! THANK U!!</p>	78247
<p>I wish I could take a fairly direct bus from SE San Antonio to the Medical Center. I wish there was a hub closer to the SE side of town. I would take the bus to work sometimes but I'd need to park &amp; ride and I can't spend two hours one-way!</p>	78101
<p>Bandera Road!!!!</p>	78256
<p>Your big old primo buses and regular buses trundle around the city empty. We watch them all the time. You need to forget the light rail and other boondoggles. You need to launch a fleet of mini vans that run the routes and go more places more frequently. We see the empty primo buses every day on I-10 with 2-3 people on them. How much are you losing on those routes every day? If you want to be really efficient, you need to subcontract Uber &amp; Lyft and provide real service of taking people where they want to go when they want to go. The static route model is dead. It does not correspond to how people live and move. Just saying.</p>	78006
<p>UTSA express route 93: it used to leave at 5:10 and 5:40. Now it leaves at 5:25 and 5:55. Employees who get off at 5:00 or 5:30 now have to wait 25 minutes for the bus. Several years ago, the wait was 10 minutes like it still is during the middle of the day. Students face the same dilemma when classes end at 4:50 and they have to wait until 5:25 to get home.</p>	78228
<p>San Antonio rightly celebrated when buses replaced trolleys years ago. Investments in fixed rail for people are inflexible, subject to disruption, expensive &amp; stupid</p>	
<p>Doing the same week schedule for buses during weekends i.e. Military Dr, McGreless, Downtown, etc, would provide increased mobility for all show work during weekdays and go out shopping, laundry, and other errands. In other words set up the rides for every 20 minutes to half hour during weekends will expedite mobility to those who need it.</p>	78210
<p>Swarms of smaller vehicles would be more effective than cross city routes with large buses.</p>	78212
<p>Mr. is only using the bus temporally as his bike is in the shop. He said he only needed a half pass &amp; got one but when he tried to use it he was told it was only for disabled and senior citizen passengers. He then talked with several VIA staff who switched it out for day passes. He wants info to be made known earlier and HEB staff to be aware of bus pass rules.</p>	
<p>The Alamo Ranch route to UTSA Medical Center is most important to me as I have limited vision, am 74 and cannot drive. I live in the Del Webb community of Hill Country Retreat in Alamo Ranch.</p>	78253
<ol style="list-style-type: none"> <li>1. Bus 534 needs to operate later. It needs to leave North Star Mall at 12 midnight instead of 9:55 on Saturday nights.</li> <li>2. Bus 502 needs to run more frequently in the morning starting at 8:50, 9:50, 10:50. Individuals need to go to work and a bus that runs hourly in them morning after 8:20a.m. is not very reliable.</li> <li>3. Bus 551/550 is always filled with people leaving North Star Mall, people are always standing up. These buses needs to run more frequently.</li> <li>4. A bus needs to run 24 hours that go downtown San Antonio and travels to local communities like Wurzbach Rd. etc.</li> </ol>	78240
<p>Those are the areas that I know are the busiest and the place where more people visit and use page 8</p>	

Any other thoughts on these corridors?	ZIP Code
I give most important on all because the bus is my source of transportation for shopping, doctors appointment, leisure & work.	
<p>I currently take 3 buses to and from work. Sometimes the bus doesn't arrive at designated stop at designated time Pg 2</p> <p>It would be great to have a light rail here in San Antonio pg 3</p> <p>Expand hours on all routes, no reason to have buses stop running on certain routes &amp; times. As most of us riding bus don't work 9-5 schedule. The spaces &amp; routes are good just extend the schedule to meet the publics needs.</p>	
Very safe, do enjoy, clean, nice drivers	
<p>Dump routes with low fare box retention, smaller buses 30-35' on less crowded routes. Dump all PNR ticket offices, bathrooms, security and you will save \$1 mill annually. Less routes, more frequency, stops no less than 1/4 mile apart pag. 2</p> <p>Absolutely not. Use the capital to improve existing services pg. 3</p> <p>Premium and transit should not be used in the same sentence pg 8</p>	78741
We should have transit rail	78229
<p>3. Medical Center</p> <p>2. Colleges (UTSA, A&amp;M, SAC)</p> <p>1. Airports</p> <p>Page 8</p>	78232
Yes, I believe prioritization should be put n IH-37 and loop 410 corridor should be focused on!	78216
Please send a bus to Bulverde Rd & 1604	
On the Northwest side by New Guilbeau & Loop 1604 and among that area, there is not nearly enough bus stops, Routes, & accessibility for just how many people live over there and depend on the bus. Getting rides to be dropped off at the nearest bus stop is insanity.	78250
<p>I believe that VIA is not to stimulate economic growth but is a service that provides mobility and access to people that have no other choice The demographics VIA has gathered suggest this. If Via were to locate next to services for this population like clinics, churches, city and county offices, etc.. It would increase ridership. Yes for events like Fiesta or Spurs games your service is very valuable but San Antonio is not ready to park there car and ride the bus every day.</p>	78259
<p>I love that we have a VIA system. I only use it for game day, but I know a lot of people who depend on you. The more accessible VIA becomes the more use it gets. I would use VIA a lot more to work and shopping if it was even more convenient.</p>	78248
<p>Please increase frequency during afternoons 4:00 to 6:00 p.m. of the 93 and 94 routes. Buses can be very crowded. Lots of UTSA students and downtown workers having to stand during transits.</p>	78249
Plus please fix the front seat on the Express Buses. It has been out of order for over two years.	
<p>Priorities:</p> <p>1. 509 &amp; 648 go to Ft. Sam Houston.</p> <p>2.) More investment should include higher frequency.</p>	78213
My only means of transportation to all SA areas.	78204
<p>Light Rail will be the best thing for San Antonio public transportation. Primo is a big improvement for SA and would be even better if added to other routes.(550/551-Airport)</p> <p>24 hour service would be great! Need bus service to all U.S. Military Bases on base would be great too!</p> <p>Thank you and keep up the good work!</p>	78239

Any other thoughts on these corridors?	ZIP Code
The bus is slow, not like in Dallas, got the trains.	78201
I like the VIA bus itself bus not like the driers, because they are too slow, plus they stop at every corner. I would not stop for anybody then they take breaks too much. You people need VIA trains like we do in Dallas.	
Need service to Boerne, TX.	78006
Its more popular for high traffic I rated 3 because I myself use these often I rated 1 because I don't use as much I take the 100 to and from work and I'm not a student. I pay an average of \$40 plus. I would like a way to have a work pass.	78201
Include Paratransit in these corridors	78212
As a resident of downtown near, connecting to downtown is vital. Suburbs have mostly cars so they don't need that much bus service.	78207
Corridors 3 and 4 absolutely, corridors 1 and 2 not really too far.	
Texas A&M San Antonio will soon expand. It is now accepting Freshmen. There will be thousands of students. Apartment buildings/dorms will soon be built near by.	78207
- VIA should take into consideration the cost of bus passes - fare increases each year and a lot of riders are not able to afford to purchase a bus or semester pass month after month. Also, train new drivers who are hired because there are some who run late or depart just as riders are arriving to the station.	78251
Government money should be spent on improving our inadequate and crowded roadways instead of adding more buses to areas with low interest in ridership. Many routes especially on the far north central area have very FEW riders in my observation. Such a waste of money. By adding and extending bus service in those areas you are only contributing to the congestion to roadways that are already congested. VIA is so focused on pushing their growth agenda across this city - it is blind to the fact that more bus routes won't solve our traffic woes. You can't force people to ride buses just because you add more routes and more buses. What would be more utilized is to run buses at park and ride for specific events in the area and to add more frequent buses In areas where people ACTUALLY ride the buses.	78260
More entertainment on the buses Eastside should have express buses.	78212
We need light rail service between San Antonio & Austin. I have traveled Western Europe and North East U.S. and always found the subway systems and railway service between cities to be extremely convenient. I never had to rent a car to travel all over Europe. When I worked downtown, I enjoyed using my monthly pass and express bus service.	78148
I have to take the 606 to Alamo Ranch (straight shot) but it only goes a few blocks from 1604 and I have to walk about 2 miles still. It'd be nice to have more buses within that area. That same bus only comes every hour, I have to wait an hour after work for the bus.	
Need to do cost benefit analysis for how few riders on each bus route. I never see more than one or two per bus.	78245
Buses need to come more faster like the 100 bus. They should be every 30 minutes especially through Brooks City Base and Loop 410 also they need to be 24 hours	78219

Any other thoughts on these corridors?	ZIP Code
<p>I feel route 505 should have service until 10p.m. just like the 502 because there are starting to be more people boarding the route because if we miss the 8:25p.m. then we are stuck without a way home.</p> <p>Page 2 - I really think this is a wonderful idea to have a service like this because there are a lot of people who work in Brook City Base.</p> <p>Page 8 - my Priorities are I feel the routes that stop the earliest should run later. It would be appreciated to have all routes run 24 hours or at least regularly until 11:00p.m.</p>	78218
<p>page 8</p> <p>Most congested areas</p> <p>Most populated areas</p> <p>Need easier traffic flow</p>	78201
<p>534 Should have later schedules</p>	78207
<p>I personally have no problems</p>	78238
<p>In my experience buses like 604 etc, should come at least every 30 minutes if not more often. I also think they should run later and earlier. Also in transit areas/centers you should make the smoking are bigger and covered.</p>	78249
<p>The buses need to have plug-ins for the electronics devices</p> <p>There needs to be an express bus down Fredericksburg Rd - even one that runs at least 30 minutes, currently it takes 45 minutes</p>	78201
<p>Primo is awesome</p>	78230
<p>Helping people with alternate means of transportation important. Stimulating growth because of VIA's presence is priceless.</p>	
<p>no more long waits between buses it's just too long of a wait One Hour not Good*</p> <p>Your lost and found sucks, There seems to be a not care attitude.</p>	78204
<p>Fix the steal seating they are too cold in winter &amp; too hot in summer. You can cover them with something. At the new transit center on Frio, those seats are too cold.</p>	78207
<p>Please bring the E free downtown route through Ellis Alley Park &amp; Ride. Thanks!</p>	78202
<p>I am opposed to the stretch buses, would like to see more CNG buses. Please do not implement light rail the economical cost would not be worth it. your most valuable asset are your drivers. Mass transit are the future. I look at a city that will showcase its long range stability thru tourism, employment, &amp; entertainment. I am hopeful that these projections will involve all segments &amp; areas of this wonderful city. It is essential that San Antonio's mass transit effort utilize the 24/7 format.</p>	78207
<p>I am disabled so from my place at Blanco &amp; 410 to medical is most important to me. I enjoy going downtown and to Blue Star Area.</p>	78213
<p>university Heights area Babcock Rd needs a long route to Dezavala</p>	78228
<p>Make all buses and trains move without polluting our air.</p>	78201
<p>Most important thing for someone like me, college student, is the ability for buses to provide access to work and education. I think the goal of via should largely be to get people to work and education opportunities,</p>	78232
<p>don't like VIA</p>	
<p>Because I live downtown, I am most interested in the airport and medical center. Also important to SA is good access to the museums. The new Blue Trolley temporary route is a wonderful start, but it needs to go to the Do Seum and Witte and McNay. Hotels need to be brought into the mix....they need to be sure their guests know what is available. You have a museum bus now, which is good</p>	78204

Any other thoughts on these corridors?	ZIP Code
but maybe needs some oomph. Also we should have light rail at least to the airport....think Portland! Thanks!	
have child seats/baby carriers available on the bus; more so to have security for the carriers on the bus Another bus stop off Wurzbach over by Lockhill-Selma (near Blanco)	78230
More frequent #42 Route to Southside to Losoya We as disabled do not want our rates increase.	78223
Bus #957 Operator on Primo was driving too fast and was rude and was nuts	78220
The 96 should pass more often and on Eisenhower.	78229
The triple digit bus routes need more buses for frequent services	78210
These corridors provide the potential for walkable/accessible neighborhoods. I am fortunate to live in one such area. I live at Dreamland/Lockhill Selma. I have access to 2.5 bus routes (the 97 bifurcates at NW Military/Lockhill Selma). I can walk >1 mi. to my grocery store, hardware store, drug store, 3 bakeries, farmer's market, and have a number of shopping/entertainment options with VIA, as well as several ways to get downtown to work every day.	78230
Many buses are spaced too far apart, 30 minutes is good, especially for seniors citizens. VIA needs to increase their routes, many areas are not served to their full potential. The public has had many meetings, one of them was to have straight routes instead of weaving in and out of neighborhoods. Change the 602 from North Star to Medical transfer and make 604 a separate route. Thank you	78213
More buses to help run routes on time	
Buses should come every 30 minutes to each stop.	
More buses and they ought to go to Hedgestone area	
Honestly, 24 hour service would be great!	78230
Build monorail system like Dallas. People from all around the city can go to downtown and Ft. Worth in 30 minutes or less. Less buses less emissions. Roads, etc.	75187
Bus stops speed by 2 blocks at a time and the hills are very hard for seniors to get up to get to a stop. Stop should be more accessible. Buses need better schedules to stay on time and needs more frequent times. 1 hour is not good! All routes should be at least every 30 minutes or less with higher volume.	78218
Downtown The Pearl Lackland Brooks City Base Lots of people come to these areas:	
Just be sure the traffic system and roads can handle the Primo bus. Will mean that TxDOT and others get involved. What will I pay in taxes for it?	78251
The bus that only run every hour need to change to every 30 minutes and have the same service on Sundays.	78228
Efficiency between Fred R. and Hildebrand to 281 and Bitters would be a Benefit. More knowledge about routes and destinations for bus drivers	78207
It would be nice if there would be more larger buses to allow scooters Phoenix has buses with more parking spaces for scooters, make the area larger	78229

Any other thoughts on these corridors?	ZIP Code
Routes should be 24 hours service with more frequently until 10pm	78201
78218 bus 8 is always late! We need a bus route like 550/551 that only stops at the transit stations without all the stops in-between I should love to see a light rail service all the way to Dallas and Katy/Houston	78201
They should work more on your wheelchair pickups cause it does delay time and peoples tempers.	78217
Waiting for a bus at the stop, frequency should be improved. and yes a separate dedicated lane for buses on highway but should not interfere with police or firemen. Driver awareness and safety should be a priority.	78230
Light rail is not an idea that would work well in SA. The cost to build around flood plains and hills, along with low population density would make it cost prohibitive.	78258
Stop spacing bus stops to save time in key locations. Service to work areas for lower income communities that need it. Also to medical, Stores, church, parks and visit family and friends. Lower income already use VIA due to lack of having a car & cost of fuel. Higher income folks need to get educated on using VIA by saving on gas, time and clean air Access to all students to all universities and colleges is very important. Have you gone to deep neighborhoods and ask there questions. If not you need to reach out to them. Have you coordinated with major medical services, schools, military bases, work hubs on getting zip code data on where people live and work. What about routes around the military bases to Fiesta Texas, SeaWorld, downtown and malls and enrichment centers.	78223
Ensure that low income, high need (disabled, seniors, single moms with young children, etc. ) have transportation to health, daycare, education services. Express service from high population areas to high employment areas, especially where auto traffic is heavy.	
Need #7 and #70 to operate on Sunday need 17 to go to Retama Park.	78237
Need a bus in the Rolling Oaks Area.	78207
There should be a skip/primo route for the 520 route peak times The 505 and 509 should have 30 minutes wait times a lot of passengers from the westside work on the eastside.	78207
Need bigger bus on Route 76	78227
You can add buses but without bus lanes, people cannot depend on the bus getting anywhere on time because of the horrible traffic here. It costs over \$20 to take a cab from my home to the airport - 7 miles. Would like to take the bus, but am afraid to do that because of time constraints. I rarely go downtown even though I loved to walk around, eat, shop, etc. When there is an event that provides Park and Ride, I always attend. I live in North central at 1604 and 281. But the best bus route I have used is from Lackland to downtown Alamo Plaza with only 1 additional stop outside the base gate prior to arrival. Driving downtown is a nightmare and parking too expensive. What happened to light rail? If San Antonio wants to attract people and business, we need better public transportation. I lived in Europe for 12 years and loved to use buses, trains, and street cars. Easy accessibility, frequent pickup times, boarded up store fronts like we have downtown, just lots of businesses and people frequenting those businesses.	78247
#610 -have more buses on that route. #609 have more buses in the evening hours.	78238
Crossroads Transit Medical Center	

Any other thoughts on these corridors?	ZIP Code
Express service from outlying areas to and from downtown would be important to me.	78217
SHARE THE PASS-HANDICAPPLY TO ALL BUS SYSTEM-----OPEN THE DOORS FOR ALL PEOPLES & MAKE EASY TO TRAVEL IN THE VIA SYSTEM.....	78228
Try too provide around the clock service. At least once an hour throught the night. You limit workers, families, and those out for entertainment from the services provided by most other cities for safe public transport.	78239
As long as fair is the same, and no "rail" of ANY kind, then okay. Otherwise, you should focus on what you should be already be focusing on, dependability, low fares, and SAFETY. New services mean nothing if regular service is not dependable or even on time. "Few buses" is a lame excuse, trust me, when you see three 100 buses right behind each other, most being empty, there isn't a shortage. If so get a primo on a regular route, like the 76.	78229
A lot of bus stops are hard to use if you are in a wheelchair like myself. Southwest corner of Zarzamora and Southcross there is not even a cut for the sidewalk. The northbound stop on Zarzamora at Texas Diabetes Institute is very hard to use also. Another note: most of the drivers are very nice.	78223
Sunrise 630 needs better service	78244
The 632 are always running late.	78239
More routes frequency for 96 and later end times	78230
busses see people and don't stop	78109
maybe investment of poverty level; doubtful, but passes for surveys, support of bus services.	78207
610 is always late, doesn't matter what time of day it! medical center, I have a lot of appt. in that areas - page 8	78250
Work - 3 Home - 3Groceries - 3  Doctors - 3 (downtown & med center) Church - 2 Page 8 I use the 520 to 89 or 100. 520 tends to run late or early, the 100 is excellent! 89 never comes; wait is way too long; I have talked to others who agree that one would try to find alternative routes rather than always wait for the 89, once an hour is not enough what ever time of day! Needs more frequency!	78201
I think it would be nice if there was some music inside the waiting area on VIA we come across a variety of individuals from all over the city and having music to match the holidays would be a nice upgrade for via transit centers.	78109