



Volume 2: Developing Vision 2040

Phase 3 Stakeholder Involvement Summary

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Prepared for



Prepared by



with



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Executive Summary

As the Vision 2040 Long Range Plan development process continued into the third phase of the project (Phase 3: Evaluate Community Options), VIA Metropolitan Transit (VIA) sought guidance from the general public and key stakeholders to prioritize projects for the implementation plan. VIA collected a third round of community input through an on-line survey, open houses, and project prioritization workshops to help organize the community's vision into a phased, implementable plan for the future.

Community Outreach

As a part of the community-driven process for Phase 3, VIA's staff participated in 97 community events throughout the Greater San Antonio Region in an effort to solicit input through a survey designed to prioritize transit investments for the future. The survey was also available on-line (active from March 1 to April 3, 2016) with both formats available in English and Spanish. VIA collected a total of 4,104 survey responses.

In addition, VIA's staff hosted six open houses throughout the Greater San Antonio Region in an effort to assist in prioritizing the proposed transit improvements. The input from the 185 stakeholders who participated in the open houses helped determine priority strategies for implementing the community's vision.

Key findings from the survey and open house outreach included:

- There was strong support for **Light Rail Transit (LRT)**, with 78 percent of respondents supporting this transit option.

In **2040**,
Light Rail..
will be an important part
of the region's
transportation network.

**78%
Agree**

A stylized graphic of a light rail train, positioned behind the text.

- Approximately 76 percent of respondents expressed a preference for **high-occupancy vehicle (HOV)** lanes.

In **2040**,
High-Occupancy Vehicle Lanes
are an important part of
reliable and **predictable**
travel in the region.

76%
Agree

- There was significant interest in **transit investments and expansions** of service **across the region**. Respondents supported Bus Rapid Transit (BRT) or LRT, with connections to Downtown San Antonio, South Texas Medical Center, University of Texas at San Antonio (UTSA), and the airport. The northwest and north central corridors had the highest rankings.

Corridors connecting
Downtown San Antonio,
Medical Center, UTSA, and the **Airport**
were the highest-ranked candidates for
Bus Rapid Transit or **Light Rail**.

#1 Northwest Corridor
#2 North Central Corridor

- Among the implementation strategies outlined in the Vision 2040 Long Range Plan, building **high-capacity BRT and LRT projects** emerged as top priority.

Planning, funding, and building
High-Capacity BRT and LRT
Projects
Emerged as the
Highest Ranked
Implementation Strategy
in the Vision 2040 Long Range Plan

Project Prioritization Workshops

VIA held project prioritization workshops with the VIA Transit Advisory Council (VTAC) on March 7, 2016, and VIA Staff Action Committee on March 22, 2016. In these workshops, participants were asked to prioritize implementation strategies associated with each plan element. The selected priorities within the three-tiered plan elements include:

Better Bus Network

- Find local funding and upgrade local routes to Frequent Service.
- Enhance walk-bike-ride access.
- Fund improvements on priority Primo bus corridors.

Rapid Transit Network

- Plan for “First/Last Mile” connections at stations.
- Plan/fund/build BRT and LRT projects.
- Support/advocate the development of transit priority lanes on highways.

Innovative Solutions

- Implement flexible and cashless ticketing options.
- Provide up-to-date traveler information.
- Enhance flexible mobility options.

Operator Outreach

VIA also gathered input from bus operators during this outreach effort. For this exercise, operators provided feedback on locations where issues arise along their routes, such as intersection delays or overcrowded buses. The most frequent issues operators identified included traffic congestion and difficult operating movements.

Coordination with Partner Agencies

VIA conducted coordinated outreach with local and regional agencies throughout the region to share information about the Vision 2040 Long Range Plan planning process and coordinate with other ongoing planning initiatives. This allowed the Vision 2040 planning process to be cohesive and to solicit meaningful feedback and guidance on the Vision 2040 Long Range Plan recommendations.

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1.0 Introduction

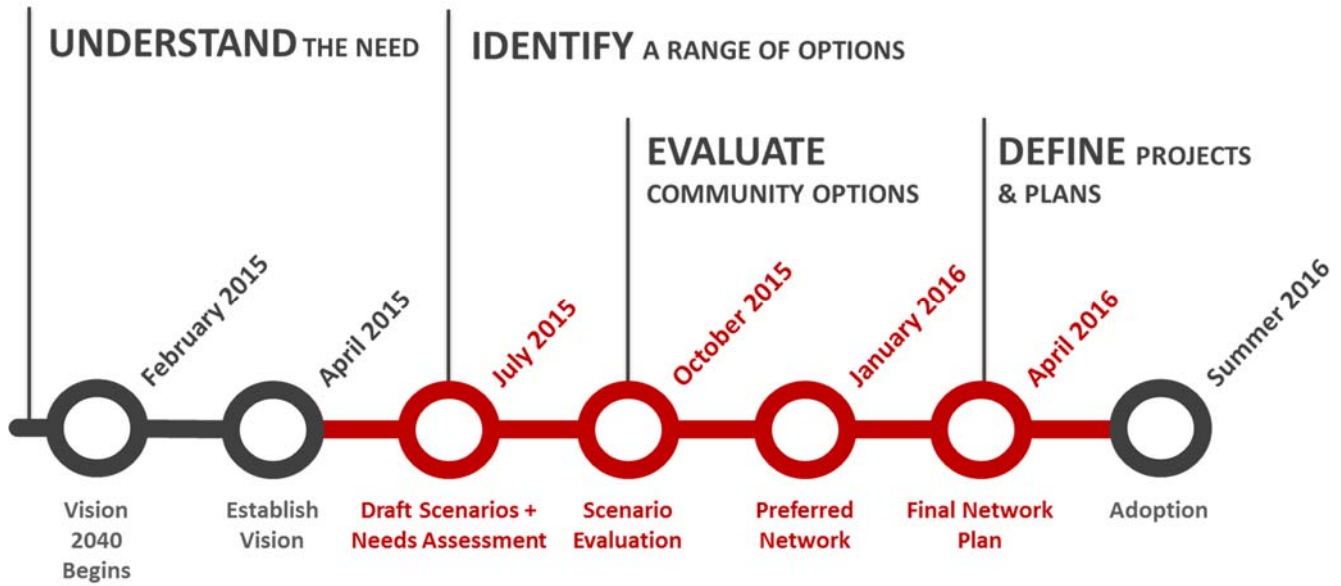
VIA Metropolitan Transit (VIA) updates its long range plan every five years to reassess the region's public transportation needs and establish a strategic framework to guide transit investment in the region. In early 2015, VIA launched the development of the community-driven Vision 2040 Long Range Plan, which resulted in potential high-capacity transit projects, including identification of station areas, suggested land uses, and identification of critical enhancements to local bus services.

VIA designated four key phases for the Vision 2040 Long Range Plan development process (Figure 1.1). Each phase provided stakeholder engagement opportunities to inform and solicit feedback from key groups across the community. This document summarizes the key findings from the stakeholder involvement activities supporting Phase 3: Evaluate Community Options. Key activities supporting the third round of stakeholder involvement included:

- **The VIA Vision 2040 Community Survey Phase 3.** This survey was designed to evaluate community priorities and preferences for future transit investment options as well as other transportation options. Section 2.0 provides a summary of the extensive outreach activities conducted between February 11 and May 13, 2016 to distribute the survey including a round of six open houses, and Section 3.0 summarizes the survey findings.
- **Project Prioritization Workshops.** VIA held project prioritization workshops with the VIA Transportation Advisory Council (VTAC) and the VIA Staff Action Committee based on the three plan components: Better Bus Network, Rapid Transit Network, and Innovative Solutions. Section 4.0 provides a summary of the VTAC's and VIA Staff Action Committee's input during the workshops.
- **Operator Outreach.** Section 5.0 provides a summary of the bottlenecks and operational hot spots identified by VIA's bus operators.
- **Coordination with Partner Agencies.** Through a series of meetings and workshops, VIA staff invited agencies and representatives from local municipalities and planning departments to share feedback about the Vision 2040 Long Range Plan components. Section 6.0 provides a summary of this process of continued communication and coordination among VIA and its regional partner agencies.

In combination with the technical analysis and timing of funding availability, the stakeholder input summarized in this report helped VIA develop an implementation strategy for the Vision 2040 Long Range Plan (Phase 4).

Figure 1.1 Vision 2040 Key Milestones





2.0 Community Outreach

The purpose of Phase 3 outreach related to which components of the Vision 2040 Long Range Plan to implement in the near-term, mid-term, and long-term. VIA facilitated an effort to provide opportunities for broad community participation from February through May 2016. Building on the lessons learned from the Phase 1 and 2 stakeholder outreach processes, VIA focused on seeking continued public participation to prioritize potential transit improvements. This section summarizes VIA's extensive community outreach activities completed during the third phase of community engagement for the Vision 2040 Long Range Plan.

2.1 Targeted Outreach and Community Events

VIA staff hosted information tables, provided presentations, and gathered community surveys at 97 community events (Table 2.1) during the 13-week community outreach effort. The various outreach locations are depicted in Figure 2.1, and Appendix A provides a comprehensive list of events. These events provided VIA staff the opportunity to conduct surveys, disseminate brochures, or communicate information about the Vision 2040 Long Range Plan planning process to attendees. For example, VIA hosted information tables at Siclovía and the San Antonio Book Festival, both events draw thousands of attendees each year, in an effort to reach as many people as possible. In total, VIA had a presence at community events attended by more than an estimated 85,000 individuals.

Table 2.1 Attendance at Community Events in the greater San Antonio region

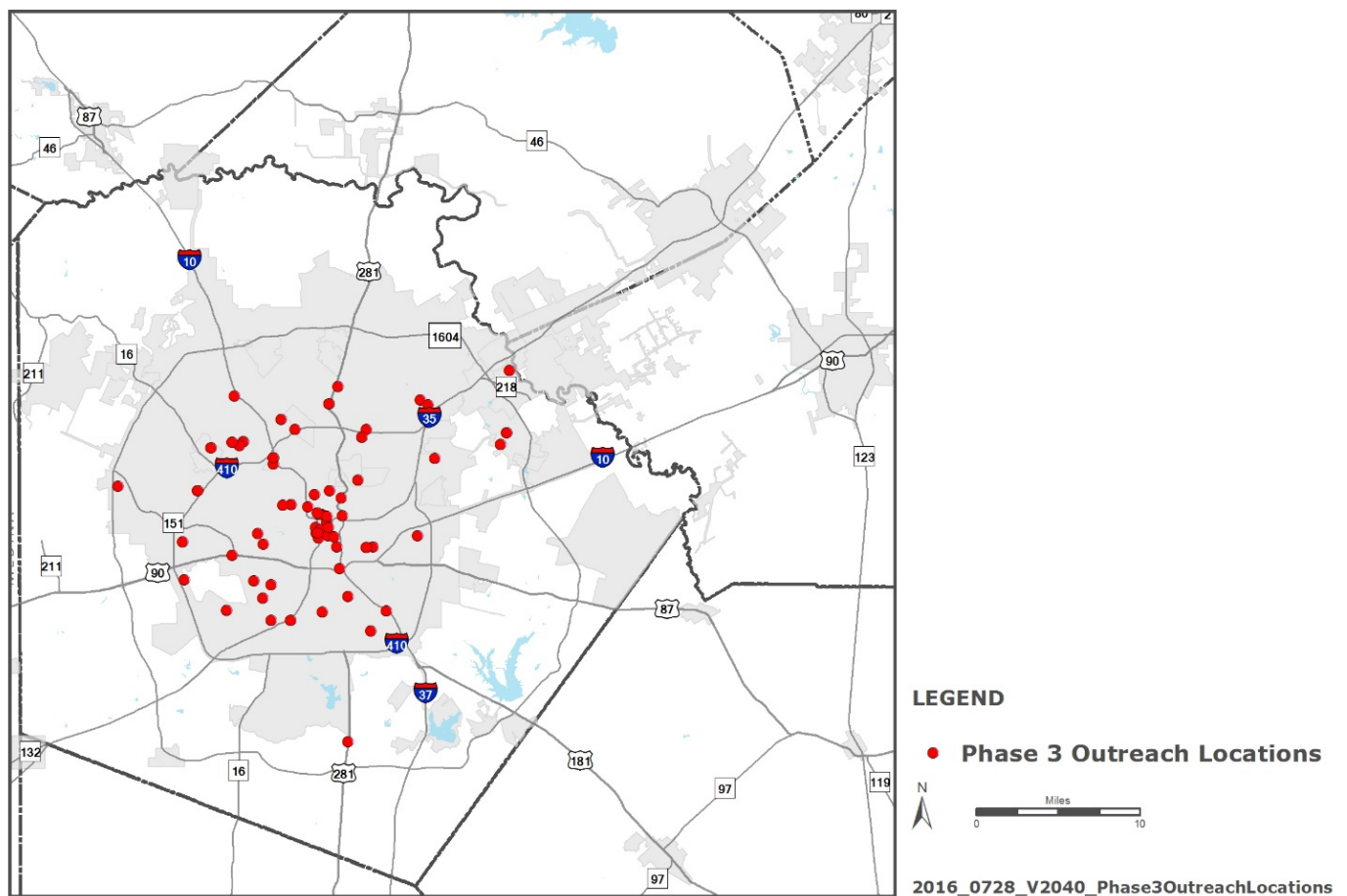
Week of	Number of Events	Estimated Individuals Attending Events*
February 1, 2016	1	25
February 22, 2016	1	25
February 29, 2016	7	1,575
March 7, 2016	6	570
March 14, 2016	11	945
March 21, 2016	14	1,120
March 28, 2016	35	79,039
April 4, 2016	3	220
April 11, 2016	8	925
April 18, 2016	5	370
April 25, 2016	3	245

Week of	Number of Events	Estimated Individuals Attending Events*
May 2, 2016	1	25
May 9, 2016	2	110
Total	97**	85,194

* This number represents the total estimated attendees at event(s) where VIA had an information booth or distributed surveys. It does not necessarily reflect the number individuals who engaged in the Vision 2040 Long Range Plan outreach activities.

** Total includes additional VIA events, 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 3



2.2 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 March 3 and March 31, 2016 included:





- Twelve posts on Facebook, including 13 Shares and 81 Likes, resulting in an estimated reach of 11,230 and 430 interactions;
- Sixteen Tweets (Figure 2.2), including 25 Favorites and 42 Retweets, resulting in an estimated reach of 14,588 and 244 interactions;
- Six posts on Instagram, resulting in 46 Likes.


News media, both in print and on-line, resulted in 20 stories and placements from news releases and interviews. VIA purchased paid advertising in the *Observer*, *La Prensa*, and Facebook.

Figure 2.2 Sample Twitter Announcement



Figure 2.3 VIA Web Site Announcement


[Select Language](#) | ▼


[TELL US WHAT YOU THINK](#)

[MEETINGS](#) ▼

[GET NOTIFIED](#) ▼

NEWS

SEARCH



KEY MILESTONES





UNIFIED PLANNING

THE 2035 PLAN

NEWS



RESOURCES

GALLERIES

VIA TO HOST OPEN HOUSES TO PRIORITIZE VISION 2040 IMPROVEMENTS

BY VIA ON WED, APRIL 6, 2016


[Share](#)

[Tweet](#)

The public is invited to offer their input on public transportation improvements at a series of open houses hosted by VIA Metropolitan Transit throughout April. VIA will share information at these events about Vision 2040, a community-driven process to update the agency's Long Range Comprehensive Transportation Plan.

Over the course of the past year, VIA customers and stakeholders, along with residents in the Greater San Antonio Region, have helped develop the region's vision for the future of public transportation through numerous meetings and participation in multiple surveys. VIA is now seeking continued public participation to prioritize potential transit improvements. The following events are planned:

Monday, April 11, 2016, 6 p.m.
Brooks City Base Board Room
2884 Flight Nurse St.

Tuesday, April 12, 2016, 10 a.m.
Northeast Senior Resource Center
4135 Thousand Oaks Drive

Tuesday, April 12, 2016, 6 p.m.
Converse City Hall
403 S. Seguin Road
Converse, Texas

Wednesday, April 13, 2016, 6 p.m.
VIA Metro Center
1021 San Pedro Ave.

Thursday, April 14, 2016, 6 p.m.
Leon Valley Community Center
6427 Evers Road
Co-sponsored by VIA and the City of Leon Valley

Thursday, April 28, 2016, 6 p.m.
Port San Antonio
907 Billy Mitchell Blvd.

NEWS

City Council brainstorms goals for 2017 budget
[Around the Web](#) | On Thu, June 9, 2016

Rivard: The Time to Invest in Mass Transit is Now
[Around the Web](#) | On Mon, June 6, 2016

San Antonio's Mass Transit Funding Lags Far Behind Other Texas Cities
[Around the Web](#) | On Mon, June 6, 2016

Should the City Give VIA a Bigger Slice of the Sales Tax?
[Around the Web](#) | On Mon, June 6, 2016

City population expected to double by 2040
[Around the Web](#) | On Wed, May 4, 2016

San Antonio, VIA to get helping hand from feds on future transportation development
[News from VIA](#) | On Fri, April 8, 2016

VIA to Host Open Houses to Prioritize Vision 2040 Improvements
[Featured News from VIA](#) | On Wed, April 6, 2016

[VIEW ALL](#)

2.3 Print and Digital Survey Outreach

VIA distributed print and digital information on the Vision 2040 Community Survey Phase 3 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 Vision 2040 Long Range Plan subscribers, Employer Purchase Pass Program, the 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, City of San Antonio (COSA), Bexar County, AACOG, Alamo Area MPO, San Antonio River Authority, CPS Energy, SAWS, etc.;
- All **Registered Neighborhood Associations within COSA**;
- **DBE Database of vendors in the San Antonio Metropolitan Statistical Area (MSA)**;
- **All public libraries within the region**; and
- **San Antonio Housing Authority (SAHA)** properties and other nonprofit housing agencies.

2.4 Vision 2040 Open Houses

VIA hosted a series of six public open houses between April 11 and April 28, 2016 to help VIA prioritize proposed transit improvements for implementation. These open houses were held throughout the Greater San Antonio Region and were open to the public (Table 2.2). Display boards (Appendix B) describing the need for a transit vision, potential transit options, and the three elements of the Vision 2040 Long Range Plan were available for review and discussion at each meeting location. In addition, attendees could select corridor(s) they thought warranted near- and long-term priority as well as the

implementation strategies critical for VIA to pursue. The results of the corridor voting are provided in Table 2.3, while the results of the investment strategy selections are shown in Figure 2.4.

Overall, the North Central Corridor had the most near-term responses, followed by the Broadway-Austin Highway Corridor. Long-term priority investments were fairly even, with the Northwest, Broadway-Austin Highway, New Braunfels, and Rockport receiving the most votes. The majority of votes for VIA's tactics for investment and service were planning and building high capacity transit (BRT and/or LRT) in a dedicated right-of-way. Expanding public transit to neighboring cities and increasing bus frequency were the second most popular options selected by open house attendees.

Table 2.2 Time and Locations of Vision 2040 Open Houses

Date	Time	Location
April 11, 2016	6:00 p.m.	Brooks City Base Board Room; 2664 Flight Nurse St.; San Antonio, Texas
April 12, 2016	10:00 a.m.	Northeast Senior Resource Center; 4135 Thousand Oaks Drive; San Antonio, Texas
April 12, 2016	6:00 p.m.	Converse City Hall; 403 S. Seguin Road; Converse, Texas
April 13, 2016	6:00 p.m.	VIA Metro Center; 1021 San Pedro Avenue; San Antonio, Texas
April 14, 2016	6:00 p.m.	Leon Valley Community Center; 6427 Evers Road; San Antonio, Texas, Cosponsored by VIA and the City of Leon Valley
April 28, 2016	6:00 p.m.	Port San Antonio; 907 Billy Mitchell Boulevard; San Antonio, Texas

Table 2.3 Results of Open House Voting on Corridor Priority

Corridor	Near-Term Priority	Long-Term Priority
#1 Northwest Corridor: Providing connections with Downtown San Antonio, Balcones Heights, the South Texas Medical Center, and the UTSA Main Campus.	20	19
#2 North Central Corridor: Providing connections with Downtown San Antonio, the San Antonio International Airport, and Stone Oak/North of Loop 1604.	31	11
#3 Commerce Street Corridor: Providing connections with the AT&T Center, Downtown San Antonio, and Joint Base San Antonio Lackland.	15	17
#4 Broadway-Austin Highway Corridor: Providing connections with Downtown San Antonio, the Pearl, University of Incarnate Word, and Rolling Oaks Mall.	26	21
#5 New Braunfels Avenue Corridor: Providing connections with Pearl, Fort Sam Houston, and Brooks City-Base.	15	18
#6 Rockport Corridor: Providing connections with Downtown San Antonio and Brooks City-Base.	12	19
#7 Zarzamora Street Corridor: Providing connections with the South Texas Medical Center and Texas A&M San Antonio.	13	17

Figure 2.4 Results of the Open House Voting on VIA Tactics



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3.0 Survey Summary

The VIA Vision 2040 Community Survey Phase 3 was designed to evaluate community priorities and preferences for future transportation investments. VIA and the City of San Antonio (COSA) jointly created and distributed this survey. Several survey questions were specific to COSA's SA Tomorrow Strategic Multimodal Transportation Plan and provided a useful overview of resident's opinions on transportation in the region.

The survey contained three major components:

- A section focused on preferences of LRT, HOV lanes, and the importance of providing transportation options for all users;
- A preference section focused on ranking transit corridors identified for BRT or LRT and ranking investment strategies; and
- A preference section focused on transportation choices and general transportation improvements, including bicycle infrastructure, maintenance, and system communication methods.

The survey was active from March 1 to April 3, 2016 and available in both English and Spanish. VIA received 4,104 responses through both the on-line portal and its paper equivalent, of which 75 responses were provided in Spanish. The majority of responses were from within Bexar County, but about 104 responses were received from other counties in the San Antonio-New Braunfels MSA. The survey findings described in this section were combined with technical analysis to help prioritize projects identified in the Vision 2040 Long Range Plan and identify a path for implementation.

3.1 Survey Questions and Responses

The first section contained three questions designed to gauge respondents' opinion on various transportation services and aspects:

- **Transportation for All:** As our region grows, adding an anticipated one million new residents, providing adequate and appropriate accommodation for all transportation users on all streets is important.
 - Strongly Agree;
 - Agree;
 - Disagree;

- Strongly Disagree; and
- No Opinion.
- **HOV Lanes:** In 2040, HOV (High-Occupancy Vehicle) lanes are an important part of offering people reliable and predictable travel on San Antonio's major roadways.
 - Strongly Agree;
 - Agree;
 - Disagree;
 - Strongly Disagree; and
 - No Opinion.
- **Light Rail:** In 2040, light rail is an important part of the greater San Antonio region's overall transportation network.
 - Strongly Agree;
 - Agree;
 - Disagree;
 - Strongly Disagree; and
 - No Opinion.

An overwhelming majority of respondents supported providing adequate and appropriate accommodations for all transportation users. Only four percent of respondents had no opinion, disagreed, or strongly disagreed with providing adequate and appropriate transportation accommodations (Figure 3.1).

Over three-fourths of respondents agreed that HOV lanes are an important part of ensuring reliable and predictable travel in the Greater San Antonio Region (Figure 3.1). Respondents who rode transit more often were more likely to agree with this statement. Approximately 85 percent of respondents who rode transit all the time agreed that HOV lanes are important (Figure 3.2).



There was even higher degree of support for LRT (Figure 3.1). Approximately 78 percent of respondents agreed this transportation mode will be an important part of the region's transportation network.



Figure 3.1 Survey Responses

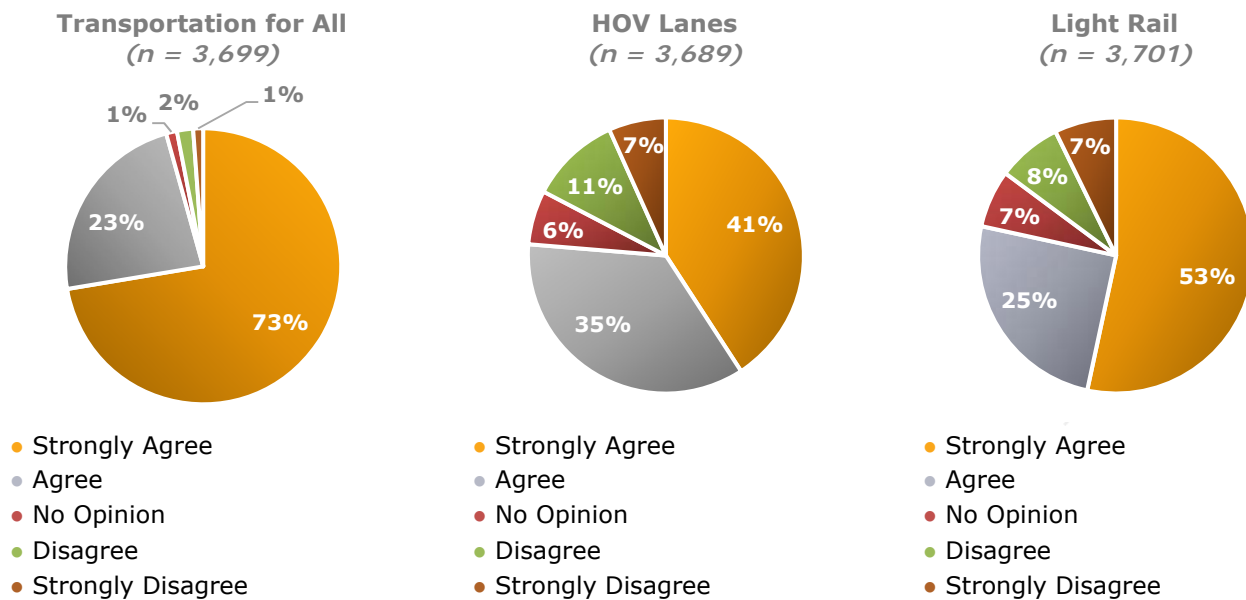
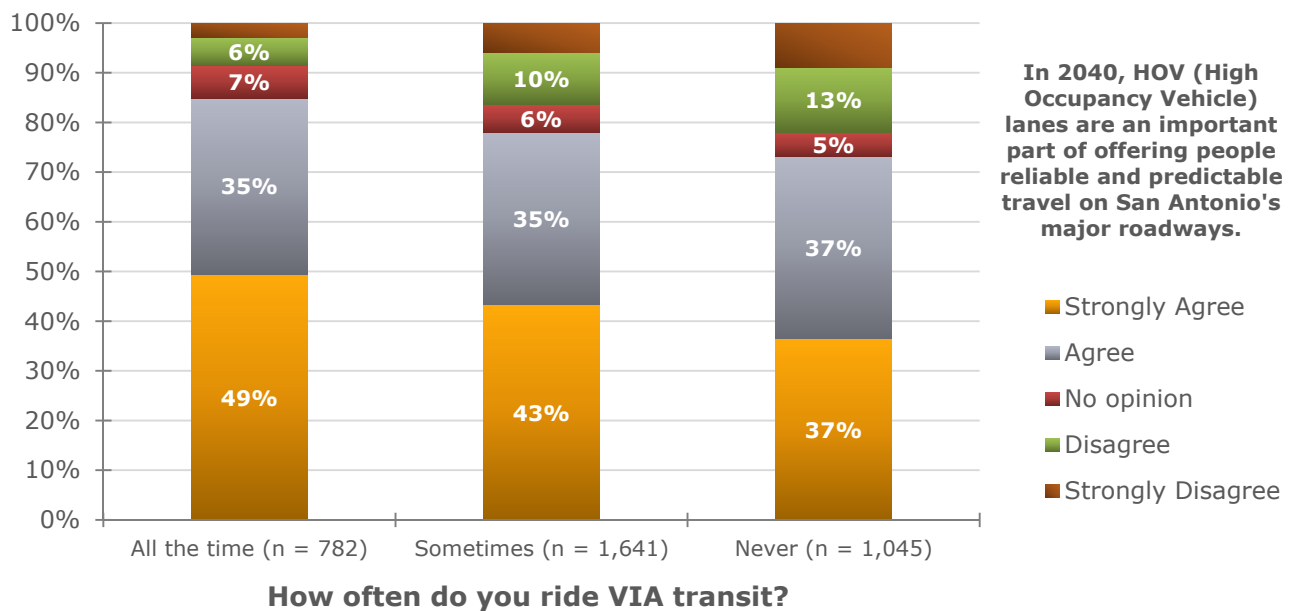


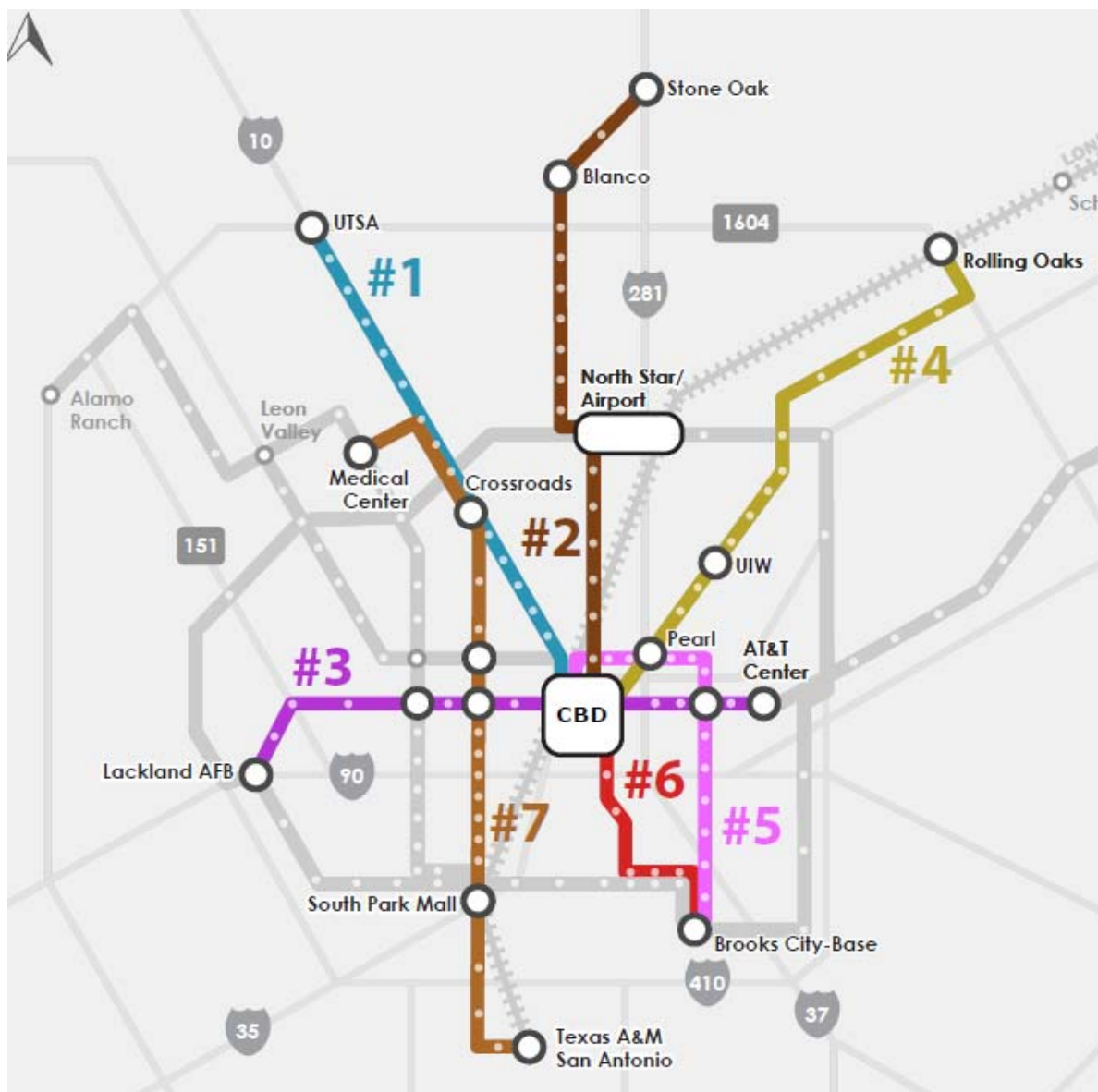
Figure 3.2 HOV Lanes Survey Responses by Ridership Frequency



The second set of questions asked respondent's opinions on specific investment strategies and corridors for high capacity transit opportunities. The questions and responses are as follows:

- **Implementation Strategy Prioritization:** As we look to enhance our region's future transit system, please rate the following activities in terms of importance. *(Please rank the choices with one being the most important, and six being the least important.)*
 - Plan, fund, and build Highway Capacity Build Rapid Transit, in a dedicated right-of-way, and light rail projects;
 - Expand public transportation service to include neighboring cities and counties to provide connections across the region;
 - Invest transportation dollars to build transit priority lanes on highways;
 - Fund improvements to additional priority bus corridors;
 - Increase bus frequency by finding new sources of local funding; and
 - Invest in new technology and tools to assist with transportation.
- **Corridors:** Multiple corridors that connect the places where people live, work, and play, have been identified as areas that will require Bus Rapid Transit, in a dedicated lane, or light rail to support increased demand for services (Figure 3.3). *(Please rank the choices with one being the most important, and six being the least important.)*
 - **#1 Northwest Corridor:** Providing connections with Downtown San Antonio, Balcones Heights, the South Texas Medical Center, and the UTSA 1604 Campus;
 - **#2 North Central Corridor:** Providing connections with Downtown San Antonio, the San Antonio International Airport, and Stone Oak/North of Loop 1604;
 - **#3 Commerce Street Corridor:** Providing connections with AT&T Center, Downtown San Antonio, and Joint Base San Antonio-Lackland;
 - **#5 New Braunfels Avenue Corridor:** Providing connections with Pearl, Fort Sam Houston, and Brooks City-Base;
 - **#6 Rockport Corridor:** Providing connections with Downtown San Antonio and Brooks City-Base; and
 - **#7 Zarzamora Street Corridor:** Providing connections with South Texas Medical Center and Texas A&M-San Antonio.

Figure 3.3 Map of the Corridors Survey Question



Source: This map was not provided in the survey itself. Also, Corridor #4 was not included in the list of questions.

Out of the six various activities respondents could prioritize, the strategy to building high capacity transit (BRT/LRT) received the highest ranking, with nearly 40 percent of respondents ranking this activity as the most important (Figure 3.4). Expanding public transportation across neighboring cities and counties was the second most popular choice, with 44 percent of respondents ranking it either first or second. Investing in new technologies and tools received the lowest rankings, with 29 percent of respondents ranking it six out of six.

A majority of respondents (60 percent) ranked the Northwest Corridor as the first or second highest priority out of the six different corridors presented (Figure 3.5). The North Central Corridor was the second most popular choice, with 47 percent of respondents ranking the corridor as the first or second highest. The Rockport Corridor received the lowest rankings, with 26 percent of respondents ranking it six out of six.

Figure 3.4 Implementation Strategy Prioritization Results

	←Higher Priority			Lower Priority→		
Plan, fund, and build High-Capacity Bus Rapid Transit , in a dedicated right-of-way, and light rail Projects.	39%	17%	11%	9%	10%	13%
Expand public transportation service to include neighboring cities and counties to provide connections across the region .	18%	26%	16%	14%	12%	14%
Invest transportation dollars to build transit priority lanes on highways.	11%	15%	24%	18%	16%	16%
Increase bus frequency by finding new sources of local funding.	13%	16%	15%	16%	26%	14%
Fund improvements to additional priority bus corridors .	7%	14%	19%	29%	20%	11%
Invest in new technology and tools to assist with transportation.	14%	13%	16%	13%	15%	29%

Figure 3.5 Corridor Prioritization Results

	← Higher Priority				Lower Priority →	
Northwest Corridor – Providing connections with Downtown San Antonio, Balcones Heights, the South Texas Medical Center, and the UTSA 1604 Campus.	38%	22%	14%	10%	8%	8%
North Central Corridor – Providing connections with Downtown San Antonio, the San Antonio International Airport, and Stone Oak/North of Loop 1604.	26%	21%	12%	20%	11%	9%
New Braunfels Avenue Corridor – Providing connections with Pearl, Fort Sam Houston, and Brooks City-Base.	7%	13%	26%	21%	19%	14%
Commerce Street Corridor – Providing connections with the AT&T Center, Downtown San Antonio, and Joint Base San Antonio-Lackland.	12%	16%	19%	16%	13%	24%
Zarzamora Street Corridor – Providing connections with the South Texas Medical Center and Texas A&M San Antonio.	12%	12%	15%	16%	29%	17%
Rockport Corridor – Providing connections with Downtown San Antonio and Brooks City-Base.	6%	17%	15%	16%	19%	26%

The last set of questions provided more background for the SA Tomorrow Strategic Multimodal Transportation Plan and exhibited respondent's opinions of transportation options throughout the Greater San Antonio Region, including bicycle infrastructure, maintenance, and communication of incidents. These three questions are listed below.

- **Bike Infrastructure:** Which approach should be taken to protect bike lanes? *(Select all that you feel are important.)*
 - Pavement markings (a painted buffer area);
 - Two- to 7-foot buffer with pavement markings and low-cost barriers (ex. Flexible bollards);
 - Six- to 12-inch-wide curb;
 - Other physical barrier such as a 2- to 10-foot-wide landscaped median and/or row of parked cars; and

- Would prefer the focus instead be on off-street accommodations (paths, trails, and similar).
- **Maintenance:** Please rate the following maintenance activities in terms of their importance with one being the most important, and eight being the least important.
 - Paving/Repaving of streets;
 - Refreshing/Updating street pavement markings (i.e., lanes, crosswalks, stop bars, etc.);
 - Improved street lighting;
 - Traffic signal timing and pedestrian crossing push buttons;
 - Updating signs;
 - Minor pavement repair (i.e., patching, pothole repair);
 - Replacing/Repairing sidewalks for disability access; and
 - Street sweeping.
- **Communication:** Which method of communication of incidents on major roadways are you most likely to rely on and respond to by changing your travel route?
 - Real-time messages shared through highway signage;
 - Alerts shared through mobile apps or the web;
 - Reports transmitted on television or radio;
 - 511 travel alert system, or up-to-the minute travel information by phone (www.dmv.org/texas/travel/511.php); and
 - Would not change travel route even with expected delays.

Overall, all of the infrastructure options for protected bicycle lanes were important to respondents, with off-street bicycle infrastructure, including paths and trails, the most preferred protected bicycle lanes (Figure 3.6). With high responses for all options, this suggests that all protected bicycle infrastructure is important, depends on the surrounding area, and/or more protected bicycle lanes are needed overall.

The majority of respondents (71 percent) ranked paving/repaving of streets as their first or second choice for maintenance prioritization (Figure 3.7). Refreshing/updating pavement markings was the second-highest ranked maintenance option. This suggests that major roadway maintenance is the most important feature for the survey respondents. Street sweeping received the lowest ranking, with 72 percent of respondents ranking it eight out of eight.

There are multiple methods to knowing when an incident occurs on a major roadway, allowing drivers to alter their route to avoid congestion. The method that respondents most rely on includes real-time messaging shared through highway signage, with 43 percent of respondents using this method (Figure 3.8). Alerts through mobile applications or the Internet are also popular, with 30 percent using this mode the most. Only 5 percent of respondents would not change their routes even if they knew about expected delays.

Figure 3.6 Bicycle Infrastructure Survey Responses

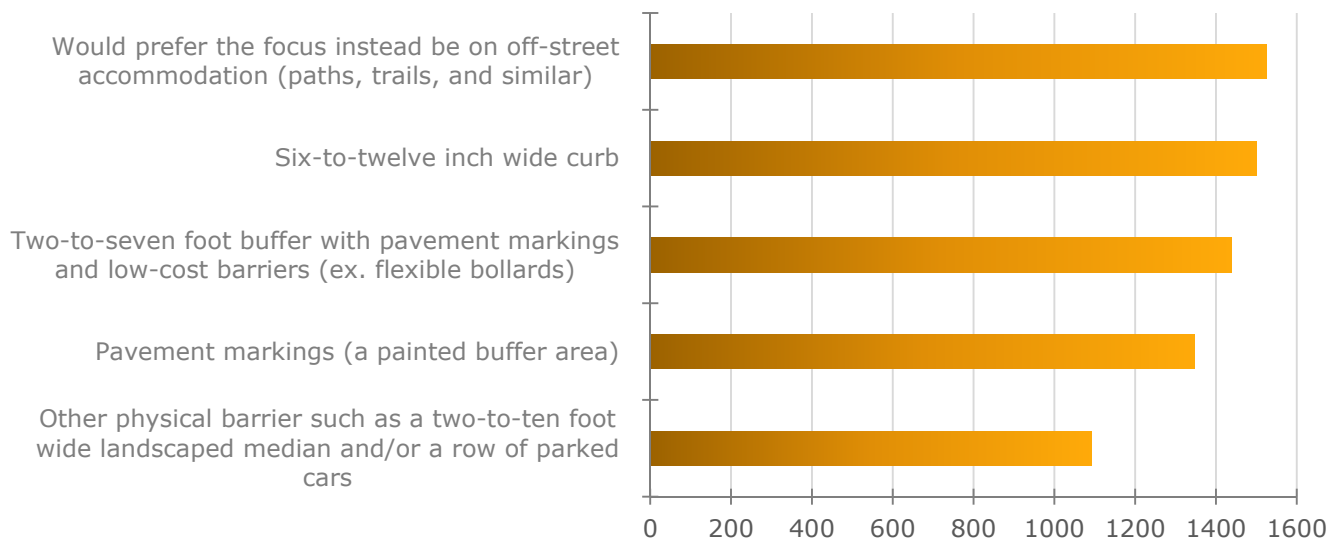
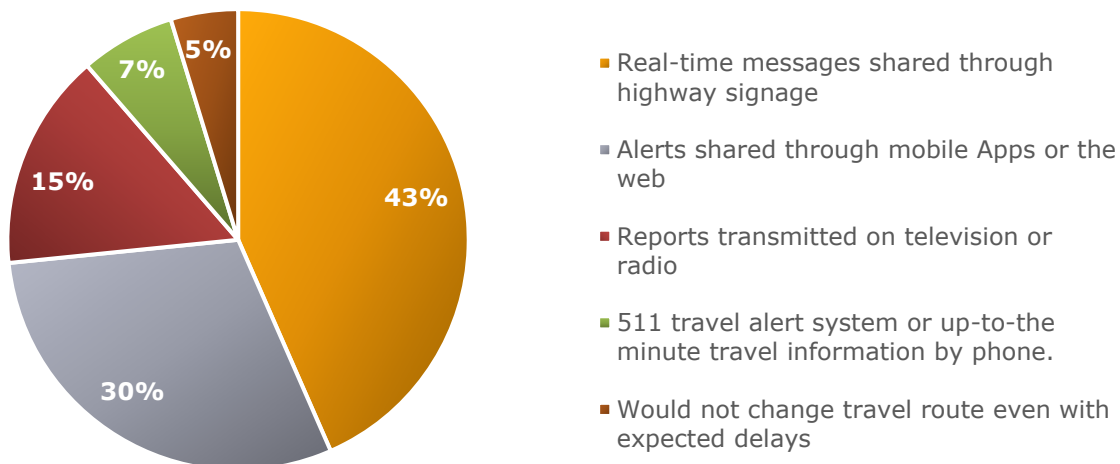


Figure 3.7 Maintenance Priority Survey Responses

	←Higher Priority					Lower Priority→		
Paving/Repaving of streets.	55%	16%	10%	7%	5%	3%	3%	2%
Refreshing/Updating street pavement markings (i.e., lanes, crosswalks, stop bars, etc.).	7%	36%	17%	14%	12%	8%	4%	2%
Improved street lighting.	10%	11%	35%	15%	13%	9%	5%	3%
Traffic signal timing and pedestrian crossing push buttons.	11%	10%	11%	35%	14%	9%	7%	3%
Minor pavement repairs (i.e., patching, pothole repair).	7%	13%	11%	9%	8%	35%	13%	5%
Replacing/Repairing sidewalks for disability access.	9%	9%	9%	9%	9%	11%	39%	6%
Updating signs.	2%	4%	5%	7%	36%	19%	19%	8%
Street sweeping.	2%	2%	3%	4%	4%	3%	10%	72%

Figure 3.8 Communication Preference Survey Responses



3.2 General Comments

A total of 1,863 comments and feedback were received from the survey respondents. These comments spanned a variety of subjects, from general VIA service, to support for LRT, to thoughts about improved bicycle/pedestrian safety. The full database of verbatim comments is provided in Appendix C.

All the comments were categorized based on the topic they discussed. These groupings, and the total number comments within each category, are shown in Figure 3.9. The vast majority of comments related to general VIA service, such as the frequency of service or bus routes. The second topic most commented on related to supporting rail transit. Overall, for every one negative respondent comment about rail transit, there were five positive respondent comments. Some examples of the received comments are shown in Figure 3.10.

Figure 3.9 Frequency of Comments by Category

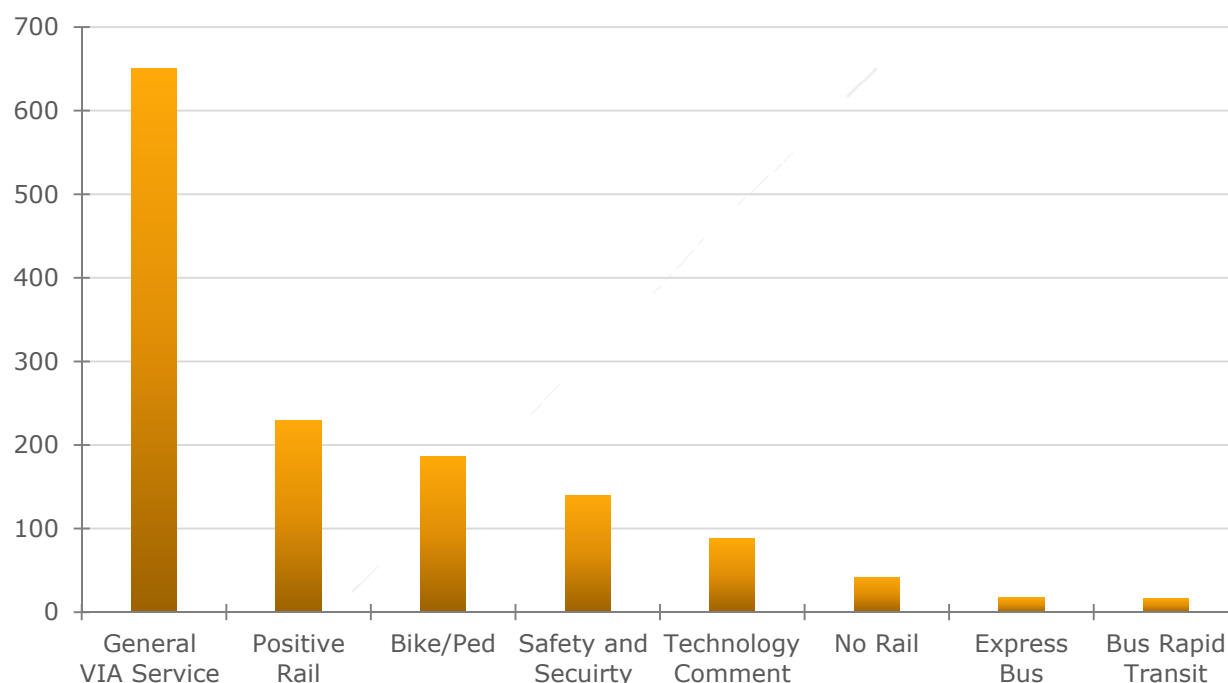
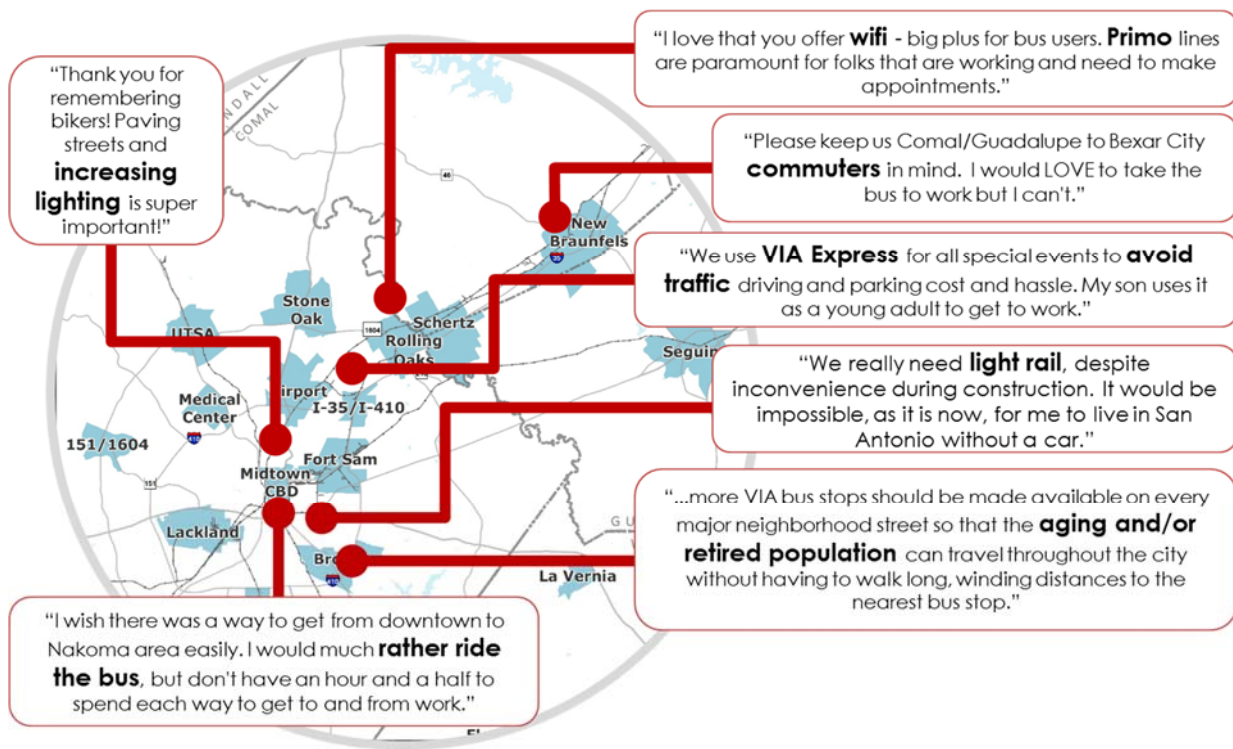


Figure 3.10 Example of Received Comments



3.3 Respondent Characteristics

VIA collected a total of 4,104 survey responses. The majority of respondents provided a zip code from Bexar County (3,324; 81 percent). Of the remainder, 638 respondents (16 percent) did not provide a zip code, 38 respondents (1 percent) were from counties outside the San Antonio-New Braunfels MSA, and 104 (3 percent) were from counties within the San Antonio-New Braunfels MSA, but outside of Bexar County (Table 3.1).

Excluding those respondents who did not disclose their zip code, about 96 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. When compared to data from the 2010 US Census, there was slight overrepresentation for middle-aged adults (31-65), those who attended college, and Hispanic/US Latinos. The majority (70 percent) of respondents use VIA transit "All the time" or "Sometimes." The demographic responses to the survey questions are shown below in Figure 3.13.

Table 3.1 Responses by Location

Area	Total
Atascosa	6
Bandera	2
Bexar	3,324
Comal	16
Guadalupe	40
Kendall	17
Medina	10
Wilson	13
Other	38
No ZIP Provided	638
Total	4,104

Figure 3.11 Respondents by Country

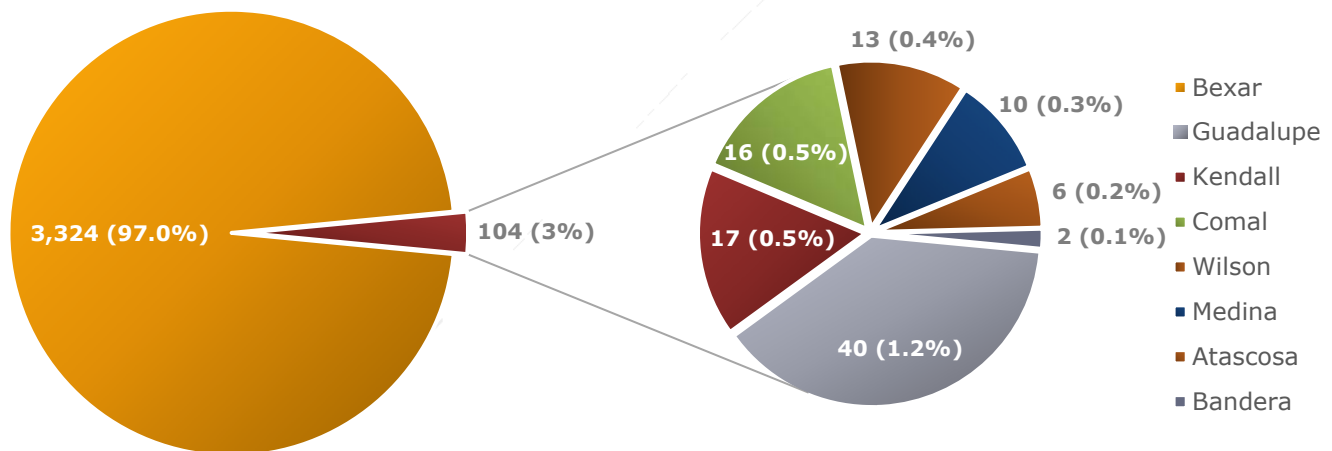


Figure 3.12 Phase 3 Survey Responses by Zip Code

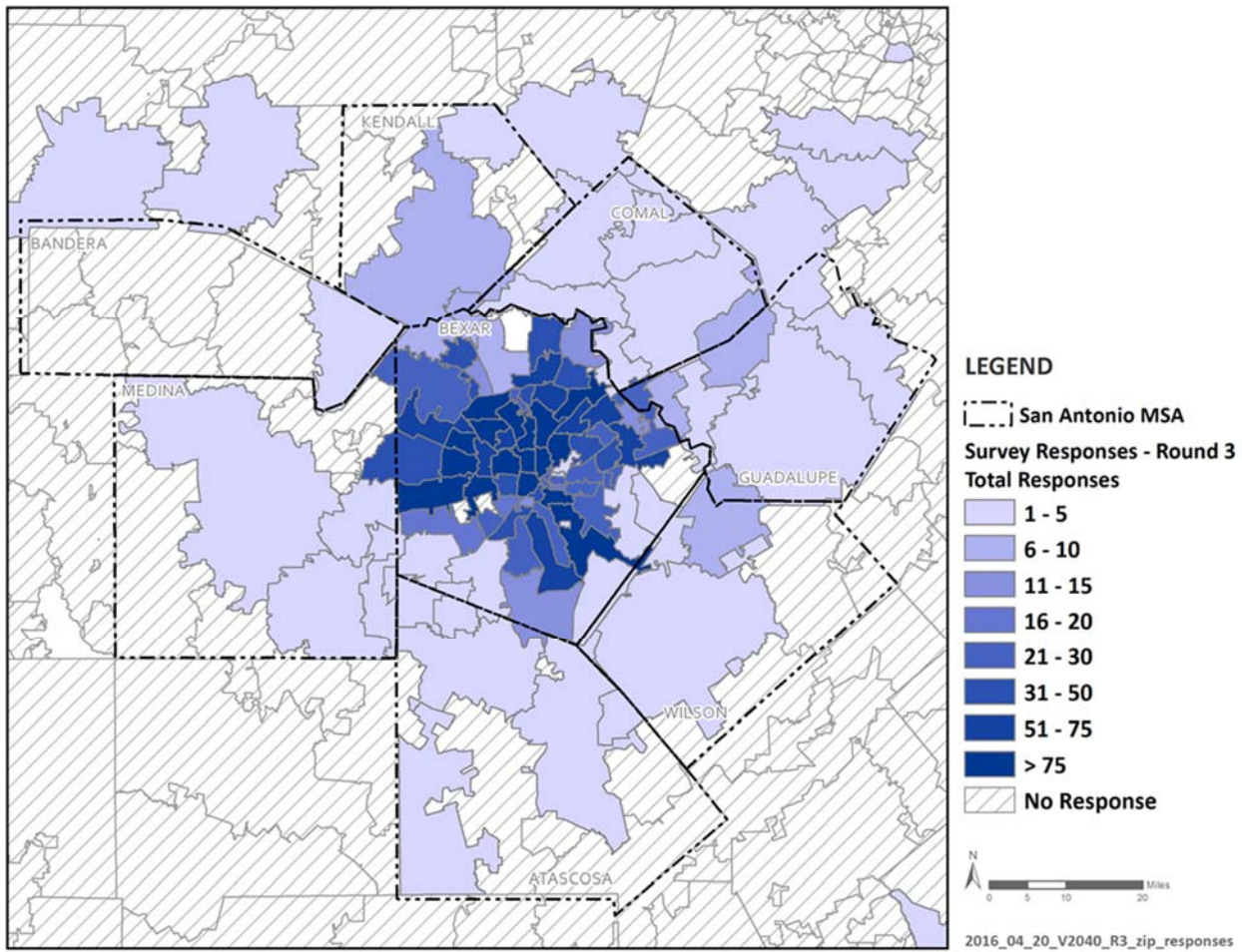


Figure 3.13 Responses to Demographics

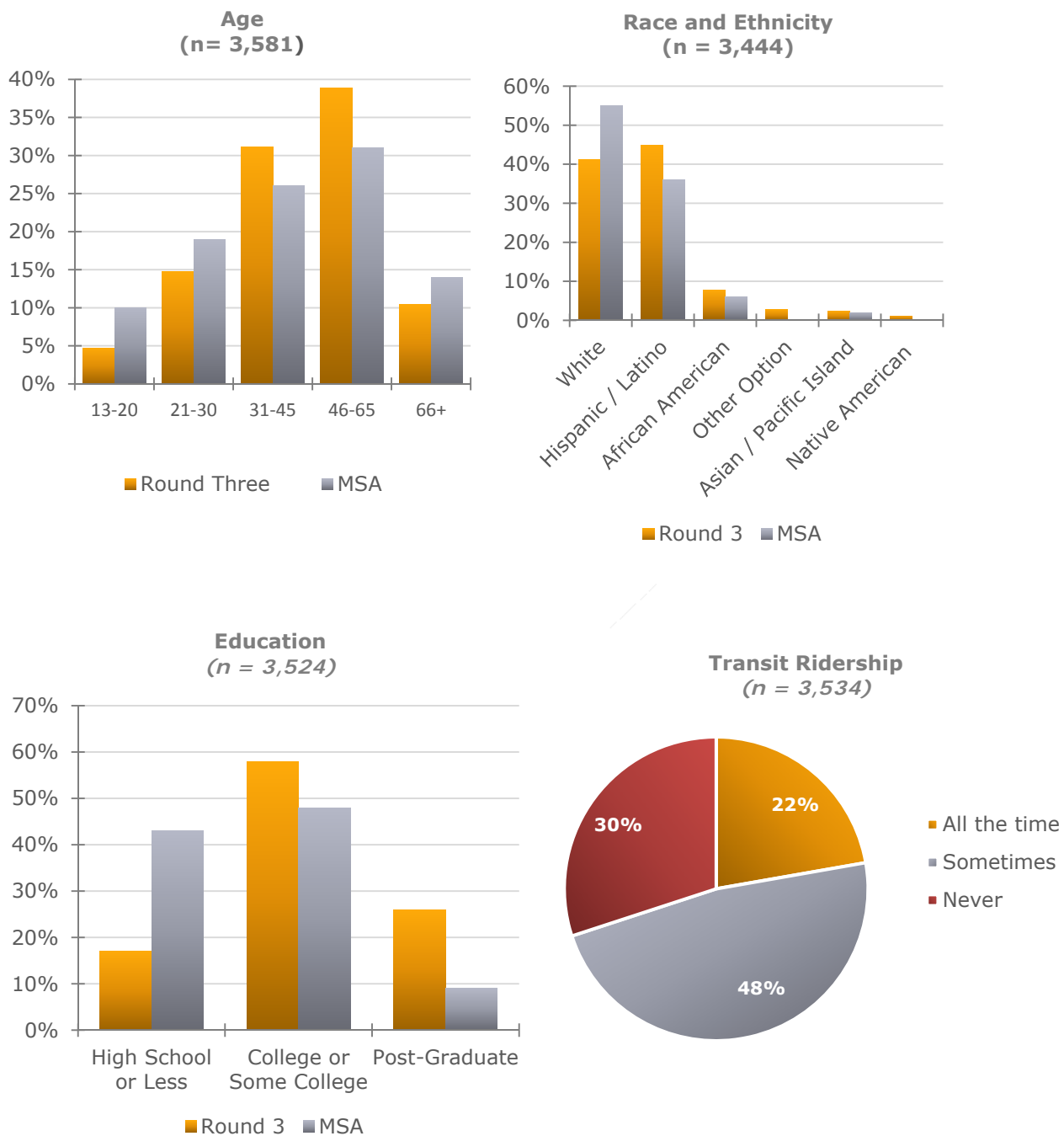


Table 3.2 Demographic Response

Age	On-Line	Paper	Spanish	Spanish Paper	Total	Percentage
13-20	16	152	1	1	170	5%
21-30	227	297	2	3	529	15%
31-45	601	501	7	8	1,117	31%
46-65	827	541	8	17	1,393	39%
66+	197	169	–	6	372	10%
No Answer	424	77	19	3	523	
Total Responses					3,581	100%
Ethnicity						
White	966	450	–	1	1,417	41%
Hispanic/Latino	599	903	16	30	1,548	45%
African American	94	170	1	–	265	8%
Other Option	69	25	–	–	94	3%
Asian/Pacific Island	38	42	–	1	81	2%
Native American	10	25	–	4	39	1%
No Answer	516	122	20	2	660	
Total Responses					3,444	100%
Education						
Less than High School	10	104	3	11	128	4%
High School/GED	111	332	1	10	454	13%
Some College	285	500	5	4	794	23%
Associate's	143	129	3	0	275	8%
Bachelor's	612	351	3	4	970	28%
Graduate/Professional	678	221	–	4	903	26%
No Answer	453	100	22	5	580	
Total Responses					3,524	100%
Transit						
All the time	294	479	9	4	786	22%
Sometimes	881	781	5	20	1,687	48%
Never	683	370	2	6	1,061	30%
No Answer	434	107	21	8	570	
Total Responses					3,534	100%



4.0 Project Prioritization Workshops

VIA held project prioritization workshops during Phase 3 (Table 4.1) to present the recommended Vision 2040 Long Range Plan, divided into three components: Better Bus Network; Rapid Transit Network; and Innovative Solutions. Participants helped prioritize implementation strategies associated with each plan element.

Table 4.1 Vision Network Workshop Locations

Group	Date	Location	Attendees
VTAC	03/07/16	VIA Metropolitan Transit Eckridge Community Room 1021 San Pedro	38 (VTAC Members)
VIA Staff Action Committee	03/22/16	VIA Metropolitan Transit Conference Room 1021 San Pedro	25

4.1 VTAC Workshop

The VIA Transit Advisory Council (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. VTAC acts as both a body of advisors to the Board and a body of liaisons to the public at large, business sector, and other major civic organizations to provide a forum for discussion regarding various initiatives. VTAC served as the community advisory representative group for the 18-month Vision 2040 Long Range Plan planning process.

The VTAC workshop began with presentation updates of the SA Tomorrow process containing the Strategic Multimodal Transportation Plan, Comprehensive Plan, and the Sustainability Plan. A presentation of the recommended Vision 2040 Long Range Plan, including the three basic components: Better Bus Network; Rapid Transit Network; and Innovative Solutions was provided for discussion.

Following the presentation, attendees divided into three groups and asked to prioritize implementation strategies associated with each plan element. In the large group, each group leader presented information discussed in their respective small groups.

4.1.1 *Better Bus Network*

- The group discussed the various implementation strategies for a Better Bus Network, and prioritized the strategies in terms of which are most urgent to achieve Vision 2040:
 - Find local funding for increased frequency;
 - Fund improvements on priority Primo Bus Corridors;
 - Provide better east-west connections across the service area;
 - Enhance walk-bike-ride access where needed most; and
 - Expand service to include neighboring cities, provide connections across the region.
- The group thought the focus of implementation would be more suitable if concentrated within the existing service area, and determined that providing connections outside of the existing service area should be a minor priority.
- Alternative funding methods, such as sources from major employers, was discussed as possibilities for increasing local support for transit.
- The group also discussed the importance of understanding the level of community utilization and acceptance for infrastructure built to support transit, like HOV lanes and Primo priority bus corridors.

4.1.2 *Rapid Transit Network*

- The group discussed the various implementation strategies for a Rapid Transit Network, and prioritized the strategies in terms of which are most urgent to achieve the 2040 transit vision:
 - Plan, fund, and build BRT and LRT projects;
 - Plan for “First/Last Mile” connections to extend the reach of transit (B-Cycle and car sharing);
 - Promote live-work-play neighborhoods; and
 - Invest transportation dollars to build transit priority lanes on highways.
- The group discussed “no-brainer” projects, like building a rail connection between the airport and downtown, which could garner community support and have high utilization potential.
- Improving transit options on the busiest stretches of highway in the region was discussed as a key strategy to build a system of rapid transit options in the near term. This strategy was seen as a solution that is easy to implement and a visible project. The group discussed the differences between direct connections versus nonstop service.

- The group wanted to ensure the implementation strategies lead to measureable results. They discussed how innovative technology and solutions can demonstrate to the community that VIA is delivering the long range vision on a short timeframe.

4.1.3 Innovative Solutions

- The group discussed the various implementation strategies for Innovative Solutions, and prioritized the strategies in terms of which are most urgent to achieve the 2040 transit vision:
 - Embrace flexible mobility options (e.g., on-demand and personalized ride-hailing services such as Uber, Lyft, or Bridj);
 - Implement flexible and cashless ticketing options;
 - Provide up-to-date travel and trip information for patrons (real-time arrival information);
 - Invest in regional multimodal trip planning apps to better inform citizens of transportation choices;
 - Research opportunities for connected vehicle technology and driverless vehicles; and
 - Smart pedestrian detection at intersections and crosswalks to help transit patrons cross the street safely.
- The most important strategy the group discussed was flexible mobility options. The group thought it was critical to connect communities to their local transit stops and stations through a variety of on-demand services that could be flexible based on need. The group wanted to ensure any flexible mobility options were developed with an inclusive fare payment method.
- The group discussed the difficulties for people without credit cards to use emerging technologies, and came up with an idea for a community credit/debit card for low-income individuals who wanted to utilize a suite of transportation services (e.g., Uber/Lyft, car-/bike-share, and VIA future mobile tickets).
- The group discussed the possible impact of driverless vehicle technologies for those who are unable to drive. The group discussed its possible substitution for VIAtrans. One participant also shared emerging technology of driverless vehicles that accommodate wheelchair access.
- Real-time information is critical, but the group thought VIA already had good tools in place for this strategy. They did mention that the real-time information tool would be easier to use if the app could use GPS to figure out the stop location rather than having to type the stop number.

- The group discussed how widely used cell phones are throughout the community, despite income differences. One participant shared information on an Affordable Telephone Service for Income Eligible Subscribers program.¹

4.2 VIA Staff Action Committee

On March 22, 2016, the Vision 2040 Staff Action Committee, an interdepartmental staff working group, discussed the Vision 2040 Long Range Plan recommendations. This group has been continuously involved in the Vision 2040 process and provided input and guidance on elements of the Vision 2040 Long Range Plan that pertain to the function and operations of the transit agency.

During this meeting, the Vision 2040 Long Range Plan team presented an update on the three components of the Vision 2040 Long Range Plan (Better Bus System, Rapid Transit Network, and Innovative Solutions). Similar to the VTAC Workshop, members then broke into three groups, with three to five participants, to complete an implementation prioritizing exercise. Each team worked together to accomplish the following:

- Select a timeframe for when programs and/or projects should be implemented;
- Identify the top priorities for implementation;
- Discuss the impacts VIA's current operations/capital needs; and
- Discuss the feasibility of the project happening in the selected timeframe.

The summary of this activity is presented in Table 4.2 through Table 4.4, including the selected timeframe as well as any notes associated with each planning element.

¹ Federal Communications Commission, Lifeline Support for Affordable Communications, <https://www.fcc.gov/consumers/guides/lifeline-support-affordable-communications>. Accessed November 22, 2016.

Table 4.2 Better Bus System – VIA Staff Action Committee Summary

Plan Element	Timeframe	Notes
Increased Service Span (Hours)	Medium-Term	<ul style="list-style-type: none"> For drivers, more difficult, especially if arriving to work by bus. High priority from community, especially late night. Increased service frequency/span will add to bus fleet. Buses can go about 400 miles a day.
Upgrade Local Routes to Frequent	Near-Term	<ul style="list-style-type: none"> Highest priority from public.
Plan, Fund, and Build Priority Primo Bus Service	Near- and Medium-Term	<ul style="list-style-type: none"> Mixed-traffic not provable without dedicated lane. Is it a capacity or a frequency issue? Both. Branding issue is a “baby step,” there are people who will only ride Primo.
Increased Frequency Across Network	Long-Term	<ul style="list-style-type: none"> Requires more vehicles. Highest priority, but less.
Enhance Walk-Bike-Ride Access	Near-Term	<ul style="list-style-type: none"> “Absolutely,” though is not one-size fits all e.g., bicycle access, ADA pads without sidewalk, etc. Low hanging fruit in new construction, but harder in existing facilities. Look at higher bike carrying capacity for buses (run out of bike spaces on Primo). Ped access would be good for look of city-pedestrians, currently an afterthought.
Expand Service to Include Neighboring Regions	Medium-term for nearby cities (e.g., Cibolo); Long-term for New Braunfels/Seguin/Boerne	<ul style="list-style-type: none"> Make distinction between neighboring cities (Boerne versus Alamo Heights), why serve outlying areas when you have to make transfers two miles from downtown. What is demand? Who wants to join VIA service areas? Better to go targeted, just making it easier to sprawl. Medium-term for northeast partnerships (NEP), long-term for outlying.

Table 4.3 Rapid Transit Network – VIA Staff Action Committee Summary

Plan Element	Timeframe	Notes
Plan, Fund, and Build Bus Rapid Transit, and light rail projects	Near-Term (Plan and Fund) Medium-Term (Build)	<ul style="list-style-type: none"> Starting the discussion with mode makes it difficult to tell the story. Identify the projects that have the best chance for success, and present to the public in the context of the COSA Comprehensive Plan, and other regional plans.
Coordinate to Provide Live-Work-Play Neighborhoods	Near-, Medium-, and Long-Term (Ongoing)	<ul style="list-style-type: none"> Near-term priorities should focus on partnerships to address plan elements outside of VIA's direct control, but are essential for long-term success.
Plan for "First/Last Mile" Connections at Stations (B-Cycle and Car Sharing)	Near-Term	<ul style="list-style-type: none"> Near-term priorities should focus on partnerships to address plan elements outside of VIA's direct control, but are essential for long-term success.
Support/Advocate Development of Transit Priority Lanes on Highways	Near-Term	<ul style="list-style-type: none"> TxDOT/AAMPO largely responsible; near-term priorities should focus on partnerships to address plan elements outside of VIA's direct control, but are essential for long-term success. It will be important to sell a package of total network improvements (travel-time savings) that also includes transit to garner support for the plan.

Table 4.4 Innovative Solutions – VIA Staff Action Committee Summary

Plan Element	Timeframe	Notes
Embrace Flexible Mobility Options (Taxi/UberPool/Bridj)	Near- and Medium-Term	<ul style="list-style-type: none"> Partnerships could help support coverage routes. Opportunities with paratransit services, guaranteed ride home. Detailed investigation and policy
Research Opportunities for Autonomous/Connected Vehicle Technology	Near-, Medium-, and Long-Term (Ongoing)	<ul style="list-style-type: none"> Research: Ongoing. Dedicated lane BRT – Medium term. Utilize proven technology, do not become test agency.
Implement Flexible and Cashless Ticketing Options	Near-Term	<ul style="list-style-type: none"> Ongoing action.
Provide Up-to-Date Travel Information	Near-Term	<ul style="list-style-type: none"> Improve accuracy. Requires personnel to maintain quality.
Invest in Regional Multimodal/Multiagency Trip Planning Apps	Near- and Medium-Term	<ul style="list-style-type: none"> Multiagency, regional coordination required.



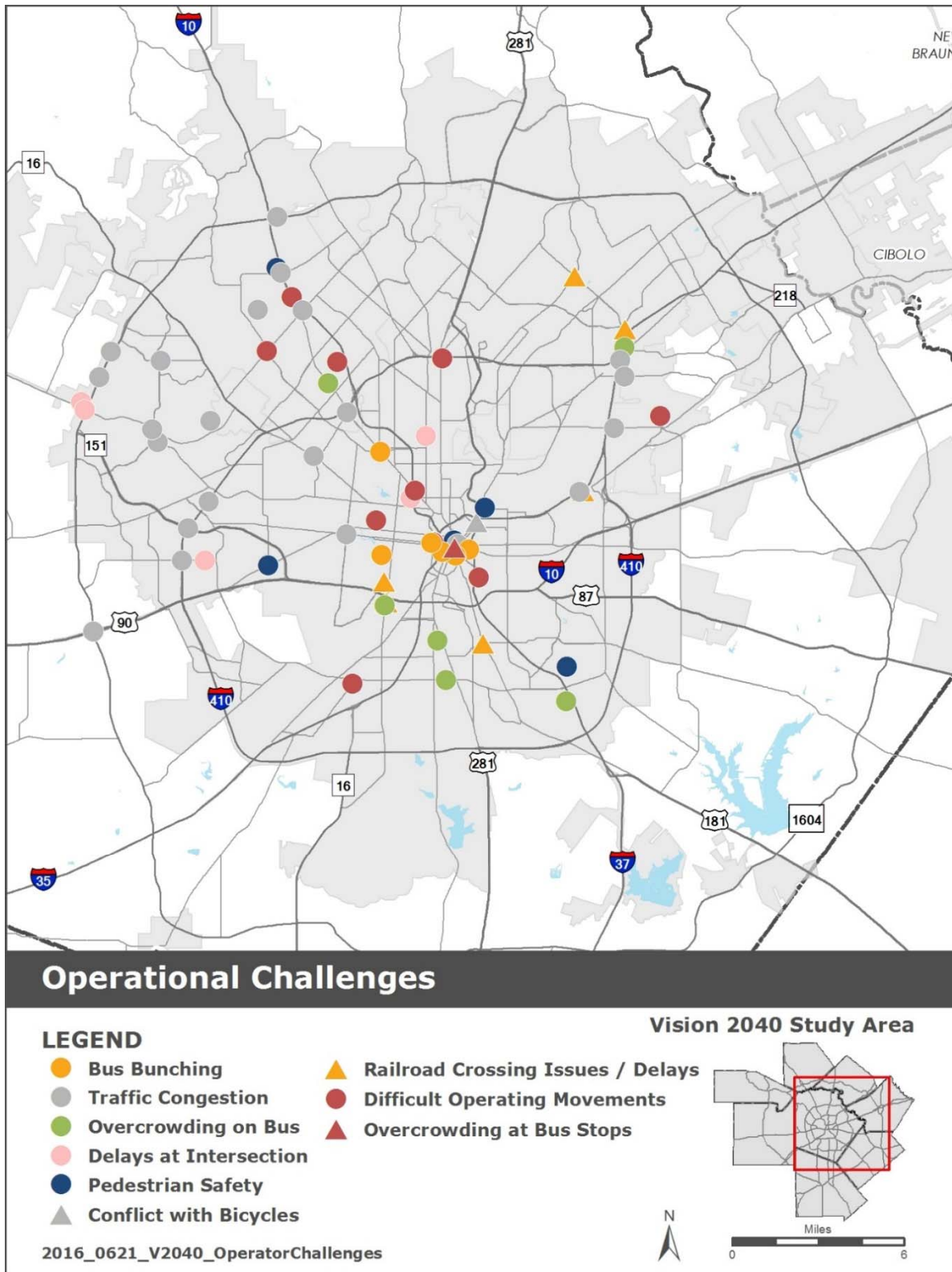
5.0 Operator Outreach

Another outreach activity involved VIA bus operators, gathering input on near-term capital investment priorities to support the proposed Better Bus Network. Bus operators have a unique perspective based on daily interface with patrons and daily operations of VIA services. Discussions with bus operators for this outreach effort concentrated on specific areas in the system presenting challenges in daily operations. Using a map, operators noted areas experiencing one or more of these issues:

- Traffic Congestion;
- Overcrowding on the Bus;
- Overcrowding at the Bus Stop;
- Pedestrian Safety Accessing the Bus Stop;
- Bus Conflicts with Bicycles;
- Bus Bunching;
- Delay at Intersection;
- Difficult Operating Movement; and
- Railroad Crossing Issues/Delays.

The majority of the issues related to traffic congestion, especially in the areas on and outside of Loop 410. Difficult operating movements, such as issues with turning radius, were also a frequent noted issue. The overview of the nine issues and their marked locations is shown in Figure 5.1.

Figure 5.1 Route Issues Identified by Bus Operator





6.0 Local and Regional Coordination with Partner Agencies

VIA conducted a coordinated outreach program to involve local and regional agencies in the Vision 2040 Long Range Plan planning process. VIA contacted and held meetings with local and regional municipalities and agencies, and hosted presentations. These meetings allowed information about the Vision 2040 planning process and coordination between planning initiatives to be cohesive and to solicit meaningful feedback and guidance on the Vision 2040 Long Range Plan recommendations.

6.1 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 6.1) during the months of January through June 2016.

Table 6.1 VIA Vision 2040 Coordination with Local Governments and Local Governments

Agency	Date	Involvement
AAMPO		
Bicycle Mobility Advisory Committee (BMAC) and Pedestrian Mobility Advisory Committee (PMAC)	1/13/2016	Agenda item, presentation
Transportation Policy Board	4/25/2016	Agenda item, presentation
COSA Transportation and Capital Improvements (TCI)		
SA Tomorrow Strategic Multitmodal Transportation Plan Partner Agency Group (PAG)	1/8/2016	Agenda item, presentation
City Council Comprehensive Plan Committee	2/25/2016	Agenda item, presentation
SA Tomorrow Strategic Multitmodal Transportation Plan Partner Agency Group (PAG)	6/14/2016	Agenda item, presentation
CoSA Transportation and Capital Improvements (TCI)	7/24/2015	Coordination meeting

Agency	Date	Involvement
COSA Planning & Development Services		
Vision 2040 Partner Agency Workshop	1/15/2016	Coordination meeting
SA Tomorrow Comprehensive Plan Neighborhood Workshops	3/1/2016	Agenda item, presentation
SA Tomorrow Comprehensive Plan Neighborhood Workshops	3/2/2016	Agenda item, presentation
SA Tomorrow Comprehensive Plan Neighborhood Workshops	3/3/2016	Agenda item, presentation
Vision 2040 Corridor Meeting	3/18/2016	Coordination
COSA Aviation		
SA Tomorrow & Vision 2040 Update	4/8/2016	Agenda item, presentation
TxDOT		
Vision 2040 Briefing	4/11/2016	Coordination meeting
AACOG Alamo Regional Transit	6/10/2016	Coordination Meeting
Boerne	6/29/2016	Coordination Meeting

6.1.1 Boerne

On June 29, 2016, VIA staff met with planning representatives from Boerne. VIA staff shared information about the agency and the Vision 2040 Long Range Plan process. Boerne representatives were interested to learn about VIA's Vision 2040 Long Range Plan and how to become a part of the service area in the future. Many local businesses are having difficulties finding employees and transit may serve as a solution to the challenge.



A. Community Outreach

Table A.1 Vision 2040 Community Outreach Phase 3: Public Meetings

Name of Event	City	Date
Vision 2040 Public Meeting # 1	San Antonio	4/11/2016
Vision 2040 Public Meeting # 2	San Antonio	4/12/2016
Vision 2040 Public Meeting # 3	Converse	4/12/2016
Vision 2040 Public Meeting # 4	San Antonio	4/13/2016
Vision 2040 Public Meeting # 5	San Antonio	4/14/2016
Vision 2040 Public Meeting # 6	San Antonio	4/28/2016

Table A.2 Vision 2040 Community Outreach Phase 3: Presentations

Name of Event	City	Date
Vision 2040 - UTSA Urban Affairs Advisory Committee Presentation	San Antonio	2/2/2016
American Institute of Architects	San Antonio	2/22/2016
Rotary Club of San Antonio Northeast	Alamo Heights	3/1/2016
Update June Service Change & Vision 2040 Downtown Stakeholders	San Antonio	3/7/2016
Northeast Partnership Monthly Luncheon - VISION 2040 Presentation	Universal City	3/10/2016
Keep South San Proud NA	San Antonio	3/15/2016
Southeast Community Outreach for Older People (SCOOP)	San Antonio	3/17/2016
Texas A&M Club	San Antonio	3/28/2016
Adams Hill Neighborhood Association	San Antonio	3/28/2016
Springvale Neighborhood Association	San Antonio	3/29/2016
San Antonio Express-News Townhall on Transportation/Vision 2040 Outreach	San Antonio	3/31/2016
VIA Quarterly Employee Briefing VIA Station Foreman	San Antonio	4/18/2016
VIA Quarterly Employee Briefing - Admin. Building	San Antonio	4/20/2016
VIA Quarterly Employee Briefing -VMC Metro Center Eskridge Community Room	San Antonio	4/20/2016
Northhampton Neighborhood Association	Converse	4/21/2016
VIA Quarterly Employee Briefing The Grand Rotunda	San Antonio	4/21/2016
Woodlawn Lake Community Association Meeting	San Antonio	4/26/2016
VIA Quarterly Employee Briefing Fleet and Facilities	San Antonio	4/29/2016
Haven for Hope Community Connections Workshop	San Antonio	5/4/2016
North Chamber - 2016 Infrastructure Committee	San Antonio	5/11/2016
Victoria Plaza Apartments	San Antonio	5/13/2016

Table A.3 Vision 2040 Community Outreach Phase 3: Meetings

Name of Event	City	Date
VIA Transit Advisory Council	San Antonio	3/7/2016
Provincia Villas Homeowners Association Meeting	San Antonio	3/14/2016
Alamo Area Accessible Transportation Coalition Initiative (AAATCI)	San Antonio	3/17/2016
San Antonio Transportation Association	San Antonio	4/6/2016
VIATrans Quarterly Operations Meeting	San Antonio	4/7/2016

Table A.4 Vision 2040 Community Outreach Phase 3: Information Tables

Name of Event	City	Date
Cotton Elementary Health & Wellness Fair	San Antonio	3/3/2016
First Friday Senior Network at Morgan's Wonderland	San Antonio	3/4/2016
Springview Apartments (SAHA) Resource Fair	San Antonio	3/4/2016
Beacon Hill Elementary	San Antonio	3/4/2016
Low Vision Expo	San Antonio	3/5/2016
St. Phillip's College Southwest Campus Resource Fair	San Antonio	3/8/2016
Kindred Elementary School Community Fair	San Antonio	3/9/2016
Blanco Apartments	San Antonio	3/11/2016
Champion Resource Fair	San Antonio	3/16/2016
University Health System	San Antonio	3/16/2016
Resource Fair Cottage Creek Apartments Community Resource Fair	San Antonio	3/16/2016
Community Resource Fair H&R Block	San Antonio	3/17/2016
Elvira Cisneros Senior Community Center	San Antonio	3/18/2016
Alamo Area Council of Government - Age Well Live Well Senior Social	San Antonio	3/18/2016
5th Annual Converse Goes Green Days	Converse	3/19/2016
Morning: Vision 2040 VIA Employees Station Foreman	San Antonio	3/22/2016
University Health System	San Antonio	3/22/2016
Afternoon: Vision 2040 VIA Employees Station Foreman	San Antonio	3/22/2016
St. Phillip's College Main Campus Resource Fair	San Antonio	3/23/2016
San Antonio Housing Authority Early Engagement Resource Fair	San Antonio	3/23/2016
John Jay High School Student Elective Fair	San Antonio	3/23/2016
Early Morning: Vision 2040 VIA Station Foreman Employee Outreach	San Antonio	3/24/2016
Morning: Vision 2040 VIA Employees Station Foreman	San Antonio	3/24/2016
Mid-Morning: Vision 2040 VIA Employees Station Foreman	San Antonio	3/24/2016
Mid-Morning: Vision 2040 VIA Employees Maintenance Foreman	San Antonio	3/24/2016
Morning: Vision 2040 VIA Employees Station Foreman	San Antonio	3/25/2016

Name of Event	City	Date
Mid- Morning: Vision 2040 VIA Maintenance Employees	San Antonio	3/25/2016
Afternoon: Vision 2040 VIA Maintenance Employees	San Antonio	3/25/2016
Afternoon: Vision 2040 VIA Employees Station Foreman Outreach	San Antonio	3/25/2016
Medical Center University Hospital	San Antonio	3/28/2016
Northwest Vista College	San Antonio	3/30/2016
St. Philip's College	San Antonio	3/30/2016
Build Your Own Broadway	San Antonio	3/30/2016
Medical Center University Hospital	San Antonio	3/31/2016
Mid-Morning: Vision 2040 VIA Maintenance Break Room	San Antonio	4/1/2016
Fresh Air Friday at Main Plaza	San Antonio	4/1/2016
University Hospital System Information & Resource Fair	San Antonio	4/1/2016
San Antonio Book Festival	San Antonio	4/2/2016
ATU Local 694 Event	San Antonio	4/2/2016
Southside ISD Wellness Extravaganza	San Antonio	4/2/2016
5th Annual Pride of the East Side Block Party	San Antonio	4/2/2016
Siclovía	San Antonio	4/3/2016
City of San Antonio District 5 Senior Center Sixth Year Anniversary Resource Fair	San Antonio	4/8/2016
SAWS Community Resource Fiesta	San Antonio	4/13/2016
San Antonio Metropolitan Health District Pre-Fiesta Health Fair	San Antonio	4/13/2016
Edgewood ISD Resource Fair	San Antonio	4/14/2016

Table A.5 Events VIA Attended during Vision 2040 Community Outreach Phase 3

Name of Event	City	Date
Leon Valley's 27 th Annual Earthwise Living Day	Leon Valley	3/5/2016
Early Morning: Vision 2040 Ingram Transit Center	San Antonio	3/28/2016
Afternoon: Vision 2040 Ingram Transit Center	San Antonio	3/28/2016
Late Afternoon: Vision 2040 Ingram Transit Center	San Antonio	3/28/2016
Early Morning: Vision 2040 Crossroads Park & Ride	San Antonio	3/29/2016
Afternoon: Vision 2040 Crossroads Park & Ride	San Antonio	3/29/2016
Late Afternoon: Vision 2040 Crossroads Park & Ride	San Antonio	3/29/2016
Early Morning: Vision 2040 North Star Transit Center	San Antonio	3/29/2016
Afternoon: Vision 2040 North Star Transit Center	San Antonio	3/29/2016
Late Afternoon: Vision 2040 North Star Transit Center	San Antonio	3/29/2016

Name of Event	City	Date
Morning: Vision 2040 Randolph Park & Ride	San Antonio	3/30/2016
Afternoon: Vision 2040 Randolph Park & Ride	San Antonio	3/30/2016
Late Afternoon: Vision 2040 Randolph Park & Ride	San Antonio	3/30/2016
Morning: Vision 2040 Madla Transit Center	San Antonio	3/30/2016
Afternoon: Vision 2040 Madla Transit Center	San Antonio	3/30/2016
Early Morning: Vision 2040 Centro Plaza Transit Center	San Antonio	3/31/2016
Afternoon: Vision 2040 Centro Plaza Transit Center	San Antonio	3/31/2016
Morning: Vision 2040 South Texas Medical Center Transit Center	San Antonio	3/31/2016
Afternoon: Vision 2040 South Texas Medical Center Transit Center	San Antonio	3/31/2016

The following organizations were contacted as part of the Vision 2040 outreach for Phase 3. In lieu of hosting a specific event, these organizations were asked to provide survey information to their members.

Table A.6 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, #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, Building 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.7 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, #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 Drive, #803	San Antonio
San Antonio Board of Realtors	9110 W IH-10, #1	San Antonio
San Antonio Mobility Coalition	13256 George Road, #108	San Antonio

Table A.8 Civic Partners

Name	Address	City
LiftFund	2007 W. Martin St.	San Antonio
SAHA	818 S. Flores	San Antonio
City Year San Antonio	302 Valley Hi Drive	San Antonio
Alamo Area MPO (Bicycle and Pedestrian Advisory Committee)	825 S. Saint Mary's Street	San Antonio
COSA Registered Neighborhood and Community Associations (all)	Various	San Antonio

Table A.9 Elected Officials

Name
COSA Mayor and Council Members
COSA 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.10 Libraries

Name	Address	City
Bazan Branch Library	2200 W. Commerce Street	San Antonio
Bibliotech Digital Library	3505 Pleasanton Road	San Antonio
Brook Hollow Branch Library	530 Heimer Road	San Antonio
Carver Branch Library	3350 E. Commerce Street	San Antonio
Central Library	600 Soledad Street	San Antonio
Coates Library	1 Trinity Place	San Antonio
Cody Branch Library	11441 Vance Jackson Road	San Antonio
Collins Garden Branch Library	200 N. Park Boulevard	San Antonio
Converse Public Library	601 S Seguin Road	Converse
Cortez Branch Library	2803 Hunter Boulevard	San Antonio
Forest Hills Branch Library	5245 Ingram Road	San Antonio
Great Northwest Branch Library	9050 Wellwood Street	San Antonio
Guerra Branch Library	7978 Military Drive West	San Antonio
Igo Branch Library	13330 Kyle Seale Parkway	San Antonio
J.E. and L.E. Mabee Library	4301 Broadway Street	San Antonio
Johnston Branch Library	6307 Sun Valley Drive	San Antonio
Landa Branch Library	233 Bushnell Avenue	San Antonio
Landa Library	233 Bushnell Avenue	San Antonio
Las Palmas Branch Library	515 Castroville Road	San Antonio
Maverick Branch Library	8700 Mystic Park	San Antonio
McCreless Branch Library	1023 Ada Street	San Antonio
Memorial Bench Library	3222 Culebra Road	San Antonio
Mission Branch Library	3134 Roosevelt Avenue	San Antonio
Pan American Branch Library	1122 W. Pyro Avenue	San Antonio
Parman Branch Library at Stone Oak	20735 Wilderness Oak	San Antonio
Pruitt Library at Roosevelt High School	5110 Walzem Road	San Antonio
Sam Fore, Jr. Wilson County Public Library	1 Library Lane	Floresville
San Antonio Foundation Library	625 Shook Avenue	San Antonio
San Pedro Branch Library	1315 San Pedro Avenue	San Antonio
Semmes Branch Library	15060 Judson Road	San Antonio
Sueltenfuss Library	411 SW 24 th Street	San Antonio
Thousand Oaks Branch Library	4618 Thousand Oaks Drive	San Antonio
Tobin Branch Library at Oakwell	4134 Harry Wurzbach Road	San Antonio
Westfall Branch Library	6111 Rosedale Court	San Antonio
Balcones Energy Library Inc.	2206 Danbury Street	San Antonio
Leon Valley Public Library	6425 Evers Road	Leon Valley
Dolph Briscoe Library	7703 Floyd Curl Drive	San Antonio
Bruce A. Garrett Library	8400 Datapoint Drive	San Antonio

Table A.11 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
Immaculate Conception	San Antonio, Texas	78207
St. Jude	San Antonio, Texas	78207

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B. Survey and Open House Marketing Materials

B.1 External Email Blast

CLICK HERE TO TAKE THE REGIONAL TRANSPORTATION SURVEY

MAPPING OUT YOUR VISION

VIA's Vision 2040 is focused on ensuring VIA is a smart transportation choice as our community grows and flourishes.

Vision 2040 is a community-driven process to update VIA's Long Range Plan through the year 2040. It is estimated that by 2040, more than 1.6 million additional residents will be living in the Greater San Antonio Region. You can help determine how this growth will look.

HAGA CLIC AQUÍ PARA COMPLETAR LA ENCUESTA DE TRANSPORTE REGIONAL

FORMULANDO SU VISION

Visión 2040 está centrada en que VIA sea una buena opción de transporte mientras nuestra comunidad crece y florece.

Visión 2040 es un proceso impulsado por la comunidad para actualizar el plan a largo plazo de VIA hasta el año 2040. Prevemos que en 2040 más de 1.6 millones de residentes adicionales estarán viviendo en la mayor región de San Antonio. Usted puede ayudar a determinar la forma en que este crecimiento se verá.

Vision 2040 Key Milestones

UNDERSTAND the Need		IDENTIFY a Range of Options		DEFINE Projects & Plans	
February 2015	April 2015	July 2015	October 2015	January 2016	April 2016
Vision 2040 Begins	Establish Vision	Draft Scenarios + Needs Assessment	Scenario Evaluation	Preferred Network	Final Network Plan
					Adoption

Pasos Clave de la Visión 2040

ENTENDER la necesidad		IDENTIFICAR una variedad de opciones		DEFINIR Proyectos & Planes	
febrero de 2015	abril de 2015	julio de 2015	octubre de 2015	enero de 2016	abril de 2016
Emplea Visión 2040	Establecer la Visión	Trazar Escenarios + Evaluar Necesidades	Evaluación de Escenarios	Red Preferida	Plan de Red Final
					Adopción

The future of transit is up to you.





You helped create a big vision, now we need your help prioritizing transit improvements. Your input will help map out the strategy for turning the community's vision into a plan of action. Please tell us which elements of VIA's Long Range Plan you see as a priority, by taking a new short online survey at: Vision2040survey.com

El futuro de tránsito depende de usted


Usted ayudó a crear una gran visión, y ahora necesitamos su ayuda para priorizar mejoras de tránsito. Su aportación ayudará a trazar la estrategia para convertir la visión de la comunidad en un plan de acción. Por favor indique cuáles elementos del nuevo plan de largo plazo de VIA ve como prioridad con sus respuestas en una nueva y breve encuesta en línea en: Vision2040survey.com

CLICK HERE TO TAKE THE REGIONAL TRANSPORTATION SURVEY

HAGA CLIC AQUÍ PARA COMPLETAR LA ENCUESTA DE TRANSPORTE REGIONAL

#VIAVision    

Call (210) 362-2742 for questions or to request a group presentation.



Llame al (210) 362-2742 con cualquier pregunta o para solicitar una presentación a su grupo.

B.2 Community Flyer

Page 1 of 2 – English Version

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

VIAVision2040.com

The future of transit is up to you.

You helped create a big vision, now we need your help prioritizing transit improvements. Your input will help map out the strategy for turning the community's vision into a plan of action.

Please tell us which elements of VIA's Long Range Plan you see as a priority, by taking a new short online survey at: Vision2040survey.com



VIAVision2040.com

Scan for digital survey



Printed surveys are available at VIAVision2040.com or by calling (210) 362-2742.

The success of this plan depends on community engagement. Please share with your friends and family, and encourage them to get involved too.



#VIAVision

(210) 362-2742

For questions or to request a group presentation.

MAPPING OUT YOUR VISION

VIA's Vision 2040 is focused on ensuring VIA is a smart transportation choice as our community grows and flourishes.

Vision 2040 is a community-driven process to update VIA's Long Range Plan through the year 2040. It is estimated that by 2040, more than 1.6 million additional residents will be living in the Greater San Antonio Region. You can help determine how this growth will look.

Please complete our survey by March 31, 2016 (information inside).



VIAVision2040.com

Page 2 of 2 – English Version

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

VIAVision2040.com

Vision 2040 Key Milestones

UNDERSTAND the Need	IDENTIFY a Range of Options	EVALUATE Community Options	DEFINE Projects & Plans
February 2015	April 2015	July 2015	October 2015
April 2015	July 2015	October 2015	January 2016
April 2015	July 2015	October 2015	April 2016
April 2015	July 2015	October 2015	Summer 2016
Vision 2040 Begins	Establish Vision	Draft Scenarios + Needs Assessment	Scenario Evaluation
			Preferred Network
			Final Network Plan
			Adoption

Mapping out a Long Range Plan with more transit options

Throughout this planning process, which began in early 2015, we have heard residents want more travel options in their neighborhoods and throughout the region. Two vital surveys were conducted in the summer and fall of 2015. VIA received more than 7,000 survey responses and public comments. As a result, VIA's recommended Long Range Plan has three major elements, including:

1 Enhancing the Bus System



- Offer 15-minute service throughout the system during peak hours.
- Design a network of priority Primo bus corridors.
- Improve shelters, sidewalks and crosswalks.

2 Creating a Multimodal Network



- Build dedicated transit lanes for premium transit (light rail and bus rapid transit) connecting our region's busiest employment centers.
- Establish HOV lanes for express routes and vanpools.

3 Embracing Innovative Solutions



- Invest in smart technology and transportation tools that expand available travel choices (i.e. mobile fare payment, ride-sharing, real-time information).

#VIAVision

Page 1 of 2 – Spanish Version



Infórmese acerca del proyecto, obtenga las últimas noticias, ofrezca sus comentarios y suscribirse para recibir las actualizaciones.

VIAVision2040.com

El futuro de tránsito depende de usted

Usted ayuda a crear una gran visión, y ahora necesitamos su ayuda para priorizar mejoras de tránsito. Su aportación ayudará a trazar la estrategia para convertir la visión de la comunidad en un plan de acción.

Por favor indique cuales elementos del nuevo plan de largo plazo de VIA ve como prioridad con sus respuestas en una nueva y breve encuesta en línea en: Vision2040survey.com



VIAVision2040.com

Escanee para encuesta digital



La encuesta también está disponible en VIAVision2040.com o puede llamar a (210) 362-2742.

El éxito de el plan este proyecto importante depende de la participación de la comunidad. Por favor compártalo con sus amigos y familia, y animelos a participar también.



#VIAVision    

 Llame al (210) 362-2742 con cualquier pregunta o para solicitar una presentación a su grupo.

FORMULANDO SU VISIÓN



Visión 2040 está centrada en que VIA sea una buena opción de transporte mientras nuestra comunidad crece y florece.

Visión 2040 es un proceso impulsado por la comunidad para actualizar el plan a largo plazo de VIA hasta el año 2040. Prevemos que en 2040 más de 1.6 millones de residentes adicionales estarán viviendo en la mayor región de San Antonio. Usted puede ayudar a determinar la forma en que este crecimiento se verá.

Favor de completar nuestra encuesta hasta el 31 de marzo, 2016. (La información se encuentra dentro de este folleto)



VIAVision2040.com

Page 2 of 2 – Spanish Version



Infórmese acerca del proyecto, obtenga las últimas noticias, ofrezca sus comentarios y suscribirse para recibir las actualizaciones.

VIAVision2040.com

Pasos Clave de la Visión 2040

ENTENDER la necesidad		IDENTIFICAR una variedad de opciones		DEFINIR Proyectos & Planes	
Febrero de 2015	Abril de 2015	Julio de 2015	Octubre de 2015	Enero de 2016	Abril de 2016
Empezar Visión 2040	Establecer la Visión	Trazar Escenarios + Evaluar Necesidades	Evaluación de Escenarios	Red Preferida	Plan de Red Final
					Adopción

Formulando un plan a largo plazo con más opciones de tránsito

A lo largo de este proceso de planificación, cual se inició a comienzos de 2015, hemos escuchado que los residentes han pedido más opciones de viaje en sus vecindarios y en toda la región. Se realizaron dos encuestas vitales en el verano y el otoño de 2015. VIA recibió más de 7,000 respuestas de la encuesta y los comentarios del público. Como resultado, la recomendación del plan a largo plazo de VIA tiene tres elementos principales, incluyendo:

1 Mejorar el sistema de autobuses:



- Ofrecer servicio cada 15 minutos en todo el sistema del servicio durante las horas pico.
- Diseño de un sistema que ofrezca prioridad a los corredores de Primo.
- Mejorar las estaciones de autobuses, aceras y pasos de peatones.

2 La creación de un sistema multimodal:



- Construcción de carriles de tránsito dedicado para tránsito superior (ferrocarril ligero y tránsito de autobús rápido) que nos conecte con nuestros centros de empleo más concurridos de la región.
- Establecer carriles para vehículos de alta ocupación (HOV) y camionetas de transporte compartido.

3 Adoptando Soluciones innovadoras:



- Invertir en tecnología inteligente y técnicas de transporte que amplían las opciones de viaje disponibles (por ejemplo: pago de tarifa móvil, vehículos compartidos, información en tiempo real)

B.3 VIA Bus Rack Cards

Side 1



Vision 2040 is a community-driven process to update VIA's Long Range Plan through the year 2040. It is estimated that by 2040, more than 1.6 million additional residents will be living in the Greater San Antonio Region. You can help determine how this growth will look.

THE FUTURE OF TRANSIT IS UP TO YOU.

You have helped create a big vision through your participation in meetings and surveys during the past year. Now we invite you to an open house to help prioritize the proposed transit improvements. Your Input will help map out the strategy for turning the community's vision into a plan of action.

6 p.m. | Monday, April 11, 2016
Brooks City Base Board Room
 2664 Flight Nurse
 San Antonio, Texas 78235

10 a.m. | Tuesday, April 12, 2016
Northeast Senior Center
 4135 Thousand Oaks
 San Antonio, Texas 78217

6 p.m. | Tuesday, April 12, 2016
Converse City Hall
 403 S. Seguin
 Converse, Texas 78109

6 p.m. | Wednesday, April 13, 2016
VIA Metro Center
Eskridge Community Room
 1021 San Pedro Ave.
 San Antonio, Texas 78212

6 p.m. | Thursday, April 14, 2016
Leon Valley Community Center
 6427 Evers Road
 Leon Valley, Texas 78238
 Co-sponsored by VIA and the City of Leon Valley

6 p.m. | Thursday, April 28, 2016
Port San Antonio
 907 Billy Mitchell Blvd.
 San Antonio, Texas 78226

**For more information call
 (210) 362-2742 or visit VIAVision2040.com.**

Side 2



FORMULANDO SU VISIÓN

Visión 2040 es un proceso impulsado por la comunidad para actualizar el plan a largo plazo de VIA hasta el año 2040. Prevedemos que en 2040 más de 1.6 millones de residentes adicionales estarán viviendo en la mayor región de San Antonio. Usted puede ayudar a determinar la forma en que este crecimiento se verá.

EL FUTURO DE TRANSITO DEPENDE DE USTED.

Usted ha ayudado a crear una gran visión a través de su participación en reuniones y encuestas realizadas durante el año pasado. Ahora lo invitamos a una reunión pública para ayudar a priorizar las propuestas de mejoras de tránsito. Su aportación ayudará a trazar la estrategia para convertir la visión de la comunidad en un plan de acción.

6 p.m. | lunes, 11 de abril 11, 2016
Brooks City Base Salón de Conferencias
 2664 Flight Nurse
 San Antonio, Texas 78235

10 a.m. | martes, 12 de abril, 2016
Centro Noreste de para Personas Mayores
 4135 Thousand Oaks
 San Antonio, Texas 78217

6 p.m. | martes, 12 de abril, 2016
Municipalidad de Converse
 403 S. Seguin Road
 Converse, Texas 78109

6 p.m. | miercoles, 13 de abril, 2016
Centro Metro de VIA
Salón de Comunidad Eskridge
 1021 San Pedro Ave.
 San Antonio, Texas 78212

6 p.m. | jueves, 14 de abril, 2016
Centro de Comunidad de Leon Valley
 6427 Evers Rd.
 Leon Valley, Texas 78238
 Patrocinada por VIA y la Ciudad de Leon Valley

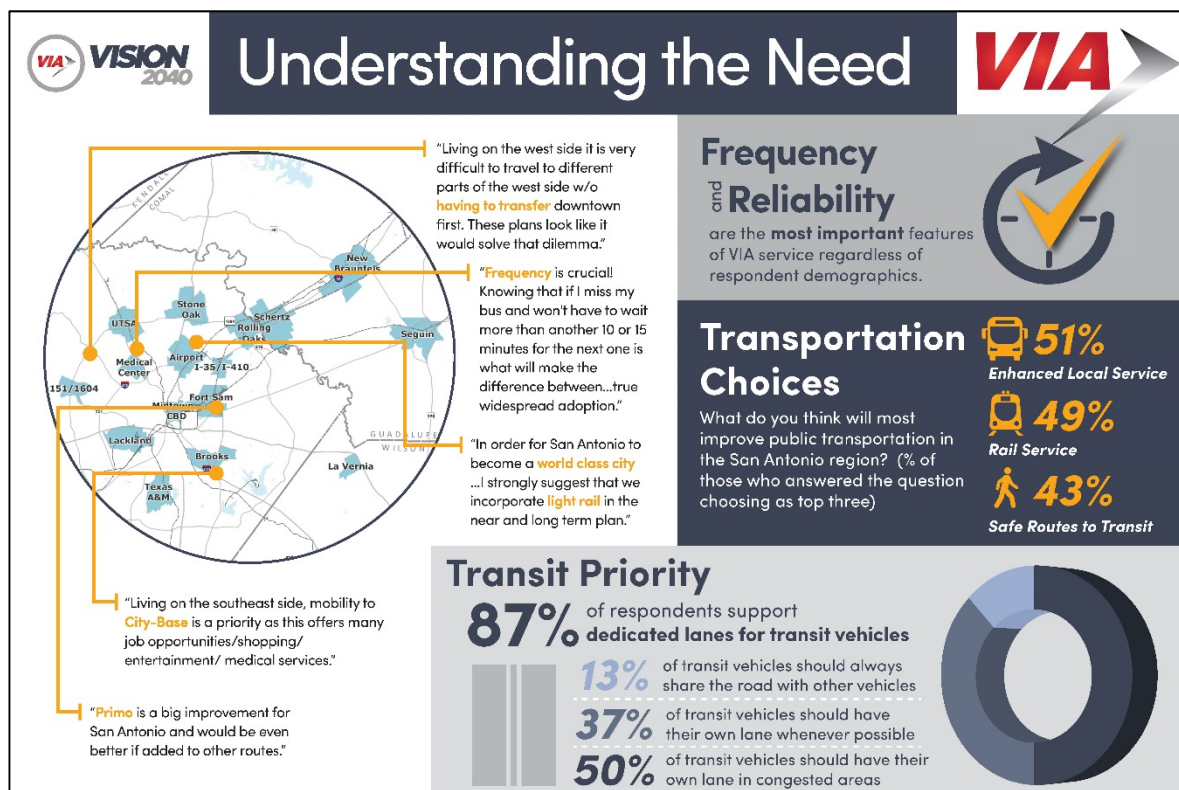
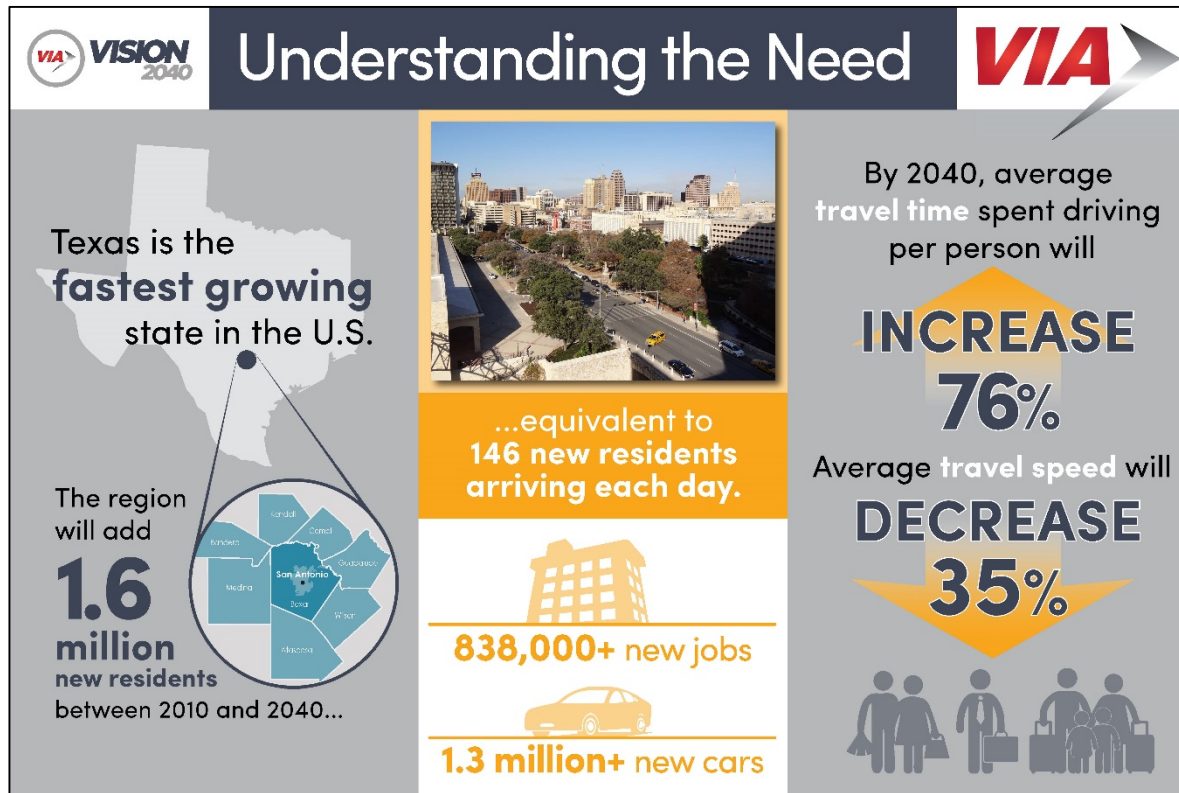
6 p.m. | jueves, 28 de abril, 2016
Puerto San Antonio
 907 Billy Mitchell Blvd.
 San Antonio, Texas 78226

Para más información, llame al
 (210) 362-2742 o visite VIAVision2040.com

B.4 Social Media Survey Promo and Example



B.5 Open House Display Boards



Identifying a Range of Options



Vanpool & Carpool



Express & HOV Lanes



Metro Local



Primo



Bus Rapid Transit

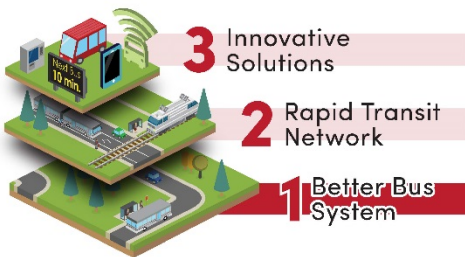


Light Rail Transit



Commuter Rail

Better Bus System



- Offer 15-minute service throughout the system during peak hours
- Expand priority Primo bus corridor network
- Improve shelters, sidewalks, and crosswalks



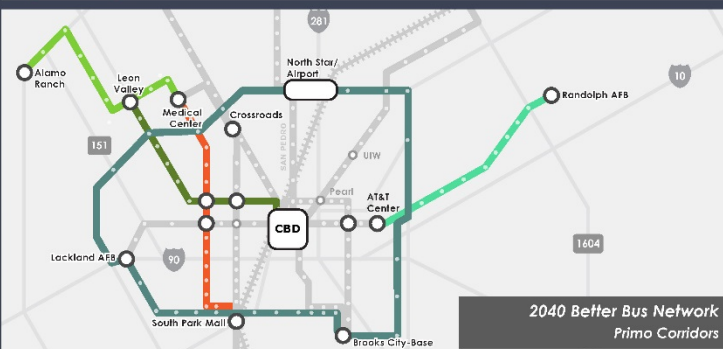
Improved Frequencies



Priority Primo Bus Corridors



Safe Routes to Transit



2040 Better Bus Network
Primo Corridors

Rapid Transit Network

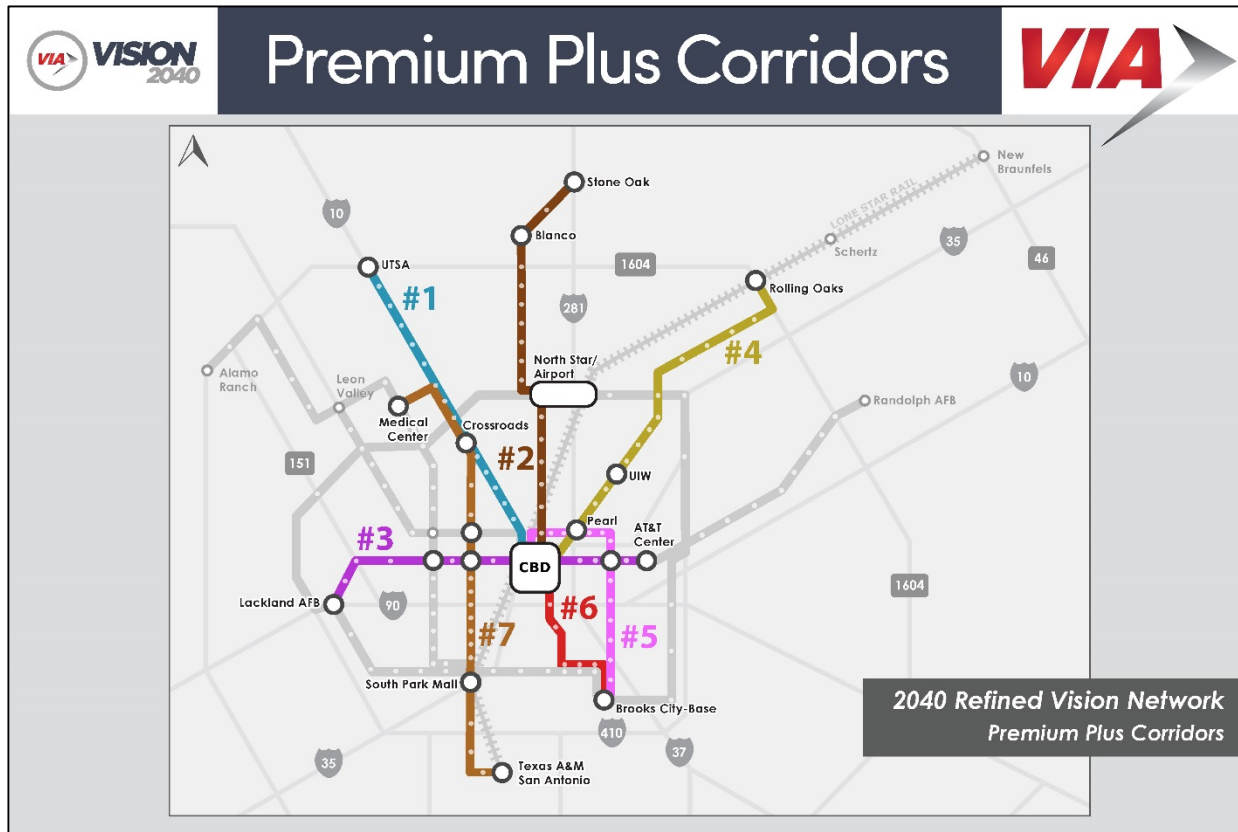
- Build dedicated transit lanes for premium transit (light rail and bus rapid transit) connecting our region's busiest employment centers
- Connect a regional network of park & rides linked by Express buses on High Occupancy Vehicles lanes



	Bus Rapid Transit		Light Rail Transit
	Commuter HOV Network		Live-Work-Play

Innovative Solutions

- Invest in smart technology and transportation tools
- Expand available travel choices (i.e. mobile fare payment, ride-sharing, real-time information).

	Real-Time Information		Mobile Ticketing
	Multimodal Trip Planning		Connected Vehicles



 Premium Plus Corridors		
Corridor	Near-Term Priority	Long-Term Priority
#1 Northwest Corridor: Providing connections with Downtown San Antonio, Balcones Heights, the South Texas Medical Center and the UTSA Main Campus		
#2 North Central Corridor: Providing connections with Downtown San Antonio the San Antonio International Airport and Stone Oak / North of Loop 1604		
#3 Commerce Street Corridor: Providing connections with the AT&T Center, Downtown San Antonio, and Joint Base San Antonio Lackland		
#4 Broadway-Austin Highway Corridor: Providing connections with Downtown San Antonio, the Pearl, University of Incarnate Word and Rolling Oaks Mall		
#5 New Braunfels Avenue Corridor: Providing connections with Pearl, Ft. Sam Houston and Brooks City-Base		
#6 Rockport Corridor: Providing connections with Downtown San Antonio and Brooks City-Base		
#7 Zarzamora Street Corridor: Providing connections with the South Texas Medical Center and Texas A&M San Antonio		

Near Term Priorities



As we look to enhance our region's future transit system, please drop a bean in the jars of the tactics that are most important for VIA to pursue:



Increase bus frequency by finding new sources of local funding



Invest transportation dollars to build transit priority lanes on highways



Fund improvements to additional Primo priority bus corridors



Expand public transportation service to include neighboring cities and counties to provide connections across the region



Plan, fund and build High Capacity Bus Rapid Transit, in a dedicated right of way, and Light Rail projects



Invest in smart technology and transportation tools

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C. Community Survey Verbatim Comments

The Vision 2040 Community Survey Phase 3 asked respondents for any general comments on things for VIA to keep in mind that was not asked in the survey. VIA received 1,863 comments, which are provided verbatim (with the exception of any redacted personal identifying information and comments saying “no”) on the following pages.

Table C.1 General VIA Service Comments

	As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?	Zip
1	transportation should be more comfortable!	79928
2	Without professional and courteous drivers VIA would fail	78707
3	I really like VIA compared to Austin's Capital Metro. I like having a map of the bus route at the stops and schedule. Do not ever start having bus routes configured like Capital Metro where you end up on the wrong side of town just to go 4 blocks. Also I would like safe park-and-ride service to the suburbs of Austin- San Antonio, such as New Braunfels, San Marcos, Kyle (maybe), Buda (maybe), and South Austin.	78640
4	Possibly extend from Blanco to North Star to Downtown, At&T stadium, etc.	78606
5	purchase 150 Express buses Route 630 A 330K Change to 631, 632,633 630 or 628, 629,630	78283
6	Increase north of 1604 route	78267
7	More bus routes that go out to the country side by 1604 and south 281 besides the #42 bus.	78264
8	More rural bus routes and bus stops	78264
9	We need buses to come out past 1604 South. We have a lot of people without transportation outside the loop	78264
10	Providing more transportation on Southside by high school	78264
11	Stretch the route of Roosevelt N.S. 281 further (past 4 miles out, pass 1604). I'd like to take the bus instead of driving my vehicle. It would help me w/wear n tear of car, gas, etc.	78264
12	I know it will difficult to accomplish in a city that has sprawled and with cheap gas. I think moving people without options to high employment areas should be first. I also think running a street car up Broadway linking major attractions, and parks with new inner city housing will attract more people.	78261

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
13	The route planning does not serve San Antonio well and that should come first. I live in Stoneoak and getting a bus here or out of here is just impossible. One line that goes on the edge but with no service within the community. Everywhere else you have no change of getting to unless it is a straight shot along one road. Rail would not help with poor design and planning.	78260
14	Need service further north on Us 281	78259
15	The city of San Antonio needed to expanded more transit route included north side outside of 1604 to alleviate the traffic congestion in 281 north. It takes a long time to go from places to use 281 north	78259
16	I say spend the money to promote mass public transportation and then make it world class. It needs to be an experience that people want to pay for. Add a tax to gasoline sales or something to help pay for it. I live in suburbia, so some days I don't even go inside Loop 1604 because I don't want to sit in traffic to come home. Thanks for the opportunity to share my views.	78259
17	Come up with a way to get people out of their cars so there is less congestion on the roadway. More frequent buses would be helpful.	78259
18	Transit time is important with excellent timely connections. HOV for cars with 3 or more passengers & buses Monday – Friday early bird connections in morning. Evening easy connection from work to home. I love that you offer Wi-Fi a big plus for bus users. Primo lines are For folks that are working are need to make an appointment	78259
19	more bus routes Light Rail	78259
20	Expand routes north of 1604 and 281.	78259
21	The 648 bus needs to run more than 1x an hour. It also needs to run later at night, 7 days a week. This route goes past 2 hospitals!	78258
22	I would like to see VIA Trans service expanded to front door service in Stone Oak. Also rescind the 20-minute wait for disabled passengers while allowing bus drivers the option of only waiting 5 minutes for their disabled passengers. The policy is VERY unfair for those who are forced into using this service by meeting the bus in a place other than at the front door of their homes.	78258
23	Current VIA issues not addressed: e.g., cleaning bus interiors, fixing broken seats & doors, maintaining buses. VIA needs to focus more on its current assets!	78258
24	Try to separate network into zone areas (e.g., Downtown, Rim/La Cantera/UTSA, South Texas Medical Center, Airport, Stone Oak, etc.) Within in each area-surrounding zone, provide local bus service options to most neighborhoods. Between zones, provide rail or bus rapid transit. Also have parking near each zone so people can park & ride.	78258
25	Route evaluations. I see lots of empty buses during peak hours.	78258
26	I live in the Stone Oak area and had to serve jury duty – I would have taken the bus but the bus didn't directly drop off at the justice center and pickup to take me back to my area. I'm sure that I'm not the only one who has had that problem. It would really help with the parking at downtown if you all would bus people directly to that location.	78258
27	If there were a direct, or express route from the Stone Oak area to Fort Sam Houston, I'd ride that to and from work 5 days a week FOREVER.	78258
28	Make busses better not light rail we are not a large metropolitan area.	78258
29	I often see the Primo buses with less than five passengers. You have upped the size of the buses and increased the waste in energy consumption. A larger bus will consume	78258

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
	more fuel than a regular bus and yet since the taxpayer is subsidizing this operation it seems that wasting this resource is not a priority in your planning.	
30	Park & Ride from Stone Oak to UTSA 1604 campus. Mu wife and I would use such a bus route if available. Encourage business/org to promote ride sharing.	78258
31	we need bus service in stone oak	78258
32	To keep in mind that fewer stops and faster arrival times would be much more likely to get me to use public transportation.	78257
33	More transit center, and... Go San Antonio!)	78255
34	your buses cause a lot of damage to our streets and should pay more for repairs. Drivers need to obey traffic laws	78255
35	I take the bus every day to work (I get a ride to the University Park & Ride). i would love to use the buses more frequently for weekend errands and trips, but there aren't any buses that come within a reasonable distance to where I live (off of Shaenfield Dr, outside of Loop 1604)!	78254
36	i want to use the bus more than i do know, but there isn't enough buses where i live (I have to get a ride to UTSA in order to take the 94 downtown). The bus stop closest to my house is not within walking distance. (I live in the Wildhorse subdivision off Braun outside of 1604)	78254
37	With Via Services, less time waiting for the bus and quicker times getting to place needed.	78254
38	need more buses to be available and have more direct routes. for example 6 flags and La Contera shopping center is only 15 min from my house, but to go by bus would take almost 2 hours and the times the buses go are not great.	78254
39	I would like bus service to continue from mainland and bandara up to the 1604 with stops at gilbeau, my stick park, Braun, prue Rd, to the heb plus	78254
40	Just because the buses don't go to some areas the van should be able to still go to this locations because we are there only transportation	78254
41	have bus wait until incoming bus off load before pulling out.	78254
42	Public transportation is not feasible in this city. A paradigm shift needs to occur when in regards to public transportation. Get better infrastructure and eliminate the bike lines. We are not Austin or San Francisco.	78253
43	Bus stops in front of each branch library. Families with small children, the elderly and people with disabilities, should not have to journey across busy streets or through fields to get to our libraries. Thank you.	78253
44	I'd like to see a lot more effort to promote telework/work at home programs in the region. A Primo route connecting the Sea World park and ride with the planned 281 park and ride would be useful. Altering the 610 bus route to end at Culebra/Westwood instead of Culebra/Les Harrison, providing direct connections to the 606 and 660 routes would be helpful. New neighborhood bus service is needed in areas outside 1604 in the 78253 and 78254 zip codes circulating from neighborhoods to the Alamo Ranch shopping area.	78253
45	Bus service is nuisance, traffic hazard antiquated/obsolete. Why keep perpetuating it? So called LIGHT RAIL is nearly impossible to initiate and presents the same or similar problems as street cars did and inefficient, expensive buses do. Explore Monorail instead! FOR DETAILS write to: Russell Dale, Vet & Retired Fed Budget Analyst 13798 Old FM 471 West San Antonio TX 78253-6936	78253

	As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?	Zip
46	New buses, update all schedules, Give drivers more time for bathroom breaks and eat. This can reduce workers comp and sick leave. Protect the drivers	78253
47	Improvements	78253
48	88 route needs more bus routes need a bus out to Castroville to stop at points near the SA neighborhoods outside of 1604. Need a bus to Boerne and to Helotes. Bus line needed at MacDona/LaCoste Road. Line needed to Lytle.	78252
49	Need better info	78252
50	Dedicated bus only lanes.	78252
51	Improve bus stops. Sitting on a hot 15x15" seat in 90 + degree weather or in the rain makes it hard to look professional in the workplace. Some stops in my neighborhood have no seating available or trash containers. Glad to hear that planning is in progress. Thank you	78251
52	Yes buses are always pack to the point people have to stand up that's a problem	78251
53	I would use public transportation all the time if there was a direct route from my area to downtown. The closest one to my home is KEL-LAC which is halfway downtown. The ride in the morning is fast. But coming home can take up to two hours because the bus sits at KEL-LAC for 30 minutes before it leaves to continue its route.	78251
54	I would like to see a Looper-type route along Loop 1604 on the north side, increased service in the Alamo Ranch and surrounding areas, and faster service on route 660. I live near Stevens High School, and I don't feel safe riding my bike because of the lack of bike lanes on the east-west routes (Potranco and Military). I would also have to get off the bus (route 620) at Potranco & Dugas because I don't feel safe crossing Potranco in front of my subdivision.	78251
55	Please increase the frequency. Cut down the number of transfers. Transferring more than once is not good routing.	78251
56	Please put a bus to go up and down tezel and culebra. (410 and culebra) the 610 only goes down part of it. It would be really helpful if it covered all of culebra.	78251
57	Stop using police to generate revenue by ripping off citizens. They should be patrolling troublesome neighborhoods fighting crime. Your ideas for future transportation problems will not solve any of the problems but will cost a fortune. I oppose them. Synchronizing all city traffic lights would do more to help people get around than all your projects combined. All the centerline curbs being installed are expensive and hinder business and local people. The old center turn lanes were much better. City street projects should not be allowed to block off traffic and then sit for month after month with no work happening stretching projects from months to years. This would take nothing more than contracting changes and competent project managers. We have a fine bus system here but could save lots of money by not using 100 passenger buses to haul 5 people through neighborhoods. I have a background in planning, design, contracting, and construction of all types of projects and believe in fiscal responsibility vs. spending as much as possible. That is what I see with your planning, all money, and no progress.	78251
58	The time buses run. When buses only run until 9PM I don't have a safe way home it I work late. I end up walking a couple of miles.	78251
59	Need line ups for Ingram TC	78251
60	Keep up the good work!	78251
61	Invest in another bus hub besides the location on San Pedro.	78251

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
62	Increase routes in country areas are greatly needed. Additional priority should be given to areas where other basic needs services or also lacking for example, for Southside community. Community members live in deserts and are not able to easily access grocery store to purchase healthy food.	78251
63	weekends – especially Sunday – increase frequency of service	78251
64	There should be a direct/non stop service from south side, east side, west side to downtown then a transfer to direct/non stop to both Medical Center, UTSA.	78250
65	If it takes as long to drive to the bus stop as it does to get to work, taking the bus isn't really going to help. The corridors you have already identified are far too limited for the actual population and where they live. What about the Sea World area and all the folks living outside 1604? San Antonio seems to think that "northwest" only goes as far as UT or Balcones Heights, but people are living farther out – this isn't a little tiny city. It's the 7th largest in the US – but everyone still thinks of it as small town. Bikes are great for inner city dwellers, but they aren't practical for commutes of 15-30 miles. This is a sprawling city, not a compact one.	78250
66	Maintain the cleanliness of the buses.	78250
67	Yes I been asking for the 3 years I have lived here why you can't put a bus on mainland to the medical center and to Alamo ranch I'm disabled with a cane and have to walk from mainland subunit all the way to guilbo everyday to the via bus I also have breathing problems.I have to walk up and down hills to get out of my subunit I have even talked to via people at my super adult club when they came and showed them pictures and gave them a route which would not be out of the way.this is really a hard bus to get to everyday and guilbo to cross the street is very very dangerous to.thank you but please give us a closer bus.	78250
68	Via needs to consider 24-hour service many people need it are left without transportation alot of other states run twenty four hour.	78250
69	Down Town is covered don't spend your money there. If there could be coordination with Mega Bus and other regional means it would be great. We need airport to downtown direct.	78250
70	It would help me out if 606 was open an hour or two later	78250
71	Note: Provide direct service from Ingram Mall and or Medical Center to Airport. VIA provides superverb 1 st class service	78250
72	Special needs transportation (like VIAtrans)	78250
73	Need bus transportation & routes near La Cantera and Far North side	78250
74	Don't pass me	78250
75	P&R works well. 24hr downtown to medical center	78250
76	Throw people off who are not disable & on scooters because they are lazy. Throw people off who don't have valid pass on fare ready Improve UTSA route & timing. The 603 is always late and unreliable	78250
77	Environmentally friendly designs	78250
78	Why does the bus fair increase every few years?	78250
79	bUSES NEED TO COMMUNICATE WHEN THEY WILL BE LATE SO PASSENGERS DONT MISS A BUS AND HAVE TO WAIT	78250

	As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?	Zip
80	Safety and accessibility for transportation to the elderly, handicapped/challenged citizens of San Antonio.	78250
81	More straight short routes from outer edges of town to downtown for special activities like today. If I were to take bu, it would take me 2 hr to get here from west side!	78250
82	traffic signal lights at high traffic intersections.	78250
83	Better organized transportation to UTSA games it works today now but it is scattered for the return trip.	78250
84	Thert's more to NW San Antonio than just UTSA. You provide crap service to the Northwest side and the entire north 1604 corridor. These regions provide most of the funding for VIA, but get filth service. The reason people don't use VIA is because it's worse than Third World service.	78249
85	We need bus stops on Babcock Road between Hausman and Dezavala.	78249
86	Stop wasting money on additional bus service.	78249
87	I like the question about prioritizing corridors; however, I would not lump the Airport and Stone Oak in the same category. There should be focus on connecting the Airport to the Convention Center (Downtown). In my opinion, immediate connections should be made to the Airport, Medical Center, 1604 UTSA Campus, Convention Center, and Brooks City Base. Stone Oak and Alamo Ranch connections are longer term goals. Same with a light rail to Austin. That should be a long-term goal that is addressed after we have managed transportation issues within the City. I am not going to drive my car or take a bus to a light rail on the far end of town to go to Austin. That is stupid. Now if I could catch a light rail near my house and ride it out to the light rail going up to Austin that makes a little more sense. Also, I do not want bigger, faster buses. They are still going to be to slow to provide the true connectivity that the community needs.	78249
88	If you could add more places to take the 94 express to the downtown area. The closest is under IH10 near la CanteraPkwy. That route is very conjested. thank you	78249
89	Bus system passed the Rim...go towards Leon Springs area.	78249
90	Easier to understand bus schedules	78249
91	Commuter van service to enhance fixed route bus service, since fixed route service cannot service San Antonio subdivisions.	78249
92	The Toyota plant should have a bus route.	78249
93	<ul style="list-style-type: none"> - Please consider using public transportation instead of school buses. Money could be saved. - Consider smaller buses to have inter-neighborhoods routes, to connect to main routes. Think about vulnerable population like elderly, kids, teenagers or people with any disability/illness. - Add exclusive public transportation lanes (Buses or light train) on Streets like: Bandera, Babcock, Wurchback, 410, NW Military and Blanco. Vehicle traffic will be reduced. - Create better bus stops, that protects people from sun and rain. 	78249
94	Keep in mind more optiina for toung handicapped people who need public transportation to be able to attend college.	78249
95	The public trans. If n SA is sub-par. There needs to be public trans. From outside CBD into CBD. There is no way to avoid driving to the Tobin center, or at&t center to use them. I would like to use pub. Trans. But it doesn't exist...	78249
96	Create new routes that better serve the transportation needs of the residents of San Antonio.	78249

	As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?	Zip
97	I would be willing to rely more on mass transit if it was safe, went where I needed to go & was easy to use. I just haven't had the need to do so.	78249
98	Public transportation is more of a nuisance than a benefit!!!	78249
99	Star shuttle (VIA TRANS) is not always available to me. I am disabled and need para transit for Dialysis. When I am not able to ride I have to risk driving myself.	78249
100	I think there should be more effort placed on routes that connect to the college campuses and between the campuses.	78249
101	Why are massive developments continuing without first assuring adequate transportation for the existing areas, and not making the developers pay for the new areas?	78249
102	our community will really appreciate it if buses run more frequently because for example, once we're done with a certain business, let's say 20 mins, we have to wait for 40 mins for the next bus to arrive and this wastes our time. It will be great to have buses that run more frequently. Thank you Via for everything!	78249
103	It would be nice if the city made traffic lights match up correctly & would fix roadways in a timely manner.	78249
104	The northwest part of the city has the worst service. We're the ones paying for VIA. WE should get better service for what we pay.	78249
105	I would if it was more convenient and efficient. I don't know if this is part of VIA public transportation system is needed to connect San Antonio to Austin. 78221 (work)	78249
106	As the population continues to grow our dependency to automobile transit needs to decrease. Mass Transit systems for our city are of high importance. Thank you for your efforts in improving these areas for our city.	78249
107	public transportation comparable to large cities like Chicago	78249
108	Build a multimodal in SA.	78249
109	More transit prioritized over parking!	78248
110	The current bus system is a couple of miles from my house w/o a place to park. I would use it more if it were more convenient.	78248
111	The focus should be on reducing the use of the automobile and promoting transportation methods that allow the young (11-16 yr olds), the old and the disabled to get around safely and independently. Environmental factors should also be taken into account.	78248
112	You asked and I once again say that if we had a metro service like Atlanta has, more people would use public transportation. If San Antonio had more buses on more streets, people would use public transportation. I've lived in Atlanta & San Francisco and used public transportation daily. Look at what those cities have. That is what we need for San Antonio. Also I paid for a monthly bus pass, which was inexpensive, and never had to worry about having the right change.	78248
113	Bus service along 1604 on the north side. I would take the bus to UTSA, but there isn't one that stops on 1604 @ Bitters.	78248
114	I would like to see more buses on Saturday and Sunday. Also, can we fix the time on these bus routes and make it frequent for some routes like the 502.	78247
115	I would like to ride the bus to and from work, however, it would take 90 minutes for a trip that takes 30 minutes in a car.	78247
116	The possibility of building more park&ride facilities? Also put them *INSIDE* loop 1604 (or at the very least, close to 1604), for more convenience. I would be more willing to use	78247

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
	the bus (or another alternative transportation) if there was a park&ride near my house. I don't want to wait outside at a tiny, roofless, dirty bus stop for up to an hour.	
117	I drive East-West on 1604 for 25 miles each way. WHY isn't there any routes on 1604 East-West that covers a wide arc of 1604?	78247
118	I used to take the bus and my bike all the time, I am European. Unfortunately here it is so inconvenient, the bus schedule unlike in Europe the buses go more frequent, and riding your bike is safer, that may also have to do with the speed of the cars and the drivers in Europe within the City limit being used to having bike riders. I have seen where cars parked on the the bike lanes, that should not be allowed. Also bike riders need to learn how to obey traffic if they are driving in traffic. The City also still needs to provide side walks for people to walk and in some areas that are not all overgrown with weeds to where it is dangerous for our elderly people to walk in those areas. Thank you.	78247
119	In any transport system, service degrades during the day; if this is not accommodated, new users will revert to their cars. Folks who need to pick up kids or let dogs out will not tolerate lousy afternoon/evening service if they have an alternative. More Park & Ride facilities & routes are needed to go across the city, rather than in & out of central city; to go from the northeast to the north central or northwest using public transport is nearly impossible. The Forum (in Live Oak/Selma) and Rolling Oaks Mall are possible sites. Consideration should also be given to taking advantage of Wurzbach Parkway for express bus service from park & ride sites. In Japan, the public transit terminal areas serve as prime locations for businesses that are 'errand stops' for commuters – laundry/dry cleaners, grocery stores, etc. Any new lane additions should not take up space that could eventually be used for light rail along existing expressways.	78247
120	We use Via Express for all special events to avoid traffic driving and parking cost and hassle. My son uses it as a young adult to get to work.	78247
121	I considered taking the bus from Mountain Vista to the Bexar County Court house for Jury duty, but it was too big a pain in the neck. It made my head swim just trying to figure out what buses to take, etc. Way too complicated. Easier to take my car.	78247
122	I do not think that I should have to walk between a half-mile and a mile to utilize bus service that I pay sales tax to pay for. Bus service availability and frequency are aimed at one sector of the city and away from the ones who pay most.	78247
123	need to have more convenient park and ride to major employment areas	78247
124	Should provide 24 hr service	78247
125	Please remember the Nacogdoches/Perrin Beitel corridor as well.	78247
126	need a VIA Park & Ride by forum 35 & 1604 Locations San Antonio is really growing out in this area.	78247
127	I have to catch Bus 2 to Blanco 1604. The only bus stop is the one by Walmart (I think) It would be so great if there were two more stops in that area of 1604 that ran frequently.	78247
128	have a route that goes to North East Lakeview	78247
129	buses like 502, 602, those do not run at late night...and more and more people are living in those areas that work downtown.	78247
130	But – my son does M-F Keep up the great work you are doing! We would love for buses to run out to the Rim! & outside 1604 off Bandera Road & 1604.	78246
131	Please improve parking options.	78245
132	Build a VIA Park and Ride at HI Way 90 and 1604. Please.	78245

	As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?	Zip
133	The entire west side of the City is being ignored in this survey. Significant growth is expected between Hwy 90 and IH 10 outside of 1604 in the next 20 years, but there is no mention of this area.	78245
134	To have the buses run on schedule.	78245
135	My area is between 410 and 151 and I feel like there is very little connection between us and public transportation. I would love to use it but it's very hard for me to go from my house to the AT&T center. It would take me hours.....	78245
136	I love the concept of expanding park and rides. Right now park and rides don't go enough places at enough times to make it practical, especially for a family of four. Another aspect is the cost of public transportation as it stands... it is hardly cost effective for a family of four when we have our own vehicle.	78245
137	All I ask is that you either increase frequency of the 520 or give us the 600 back! I don't even bother with the bus after work. I take a lyft back to the transit station rather than waiting 30 to 45 minutes for a 520 to show up at the VA Also I think it's sad that you have moved the bust stop UP the hill across from the VA!! Our poor veterans in wheelchairs, on crutches, with canes or barely walking having to go all the way up when there is one available right across the street not right! I have personally borrowed wheelchairs from the VA to take those poor veterans up that hill rather than them trying to walk or hobble up. Please think of WHO you are putting at a disadvantage before doing something stupid like that.	78245
138	Some people rely on local bus service as their only means of transportation. Consideration for placement of bus stops should be given great consideration, as should the number of bus stops to make the walk shorter and reduce the time burden for these bus riders.	78245
139	Need bathroom at 1604 & I10	78245
140	more times for some of the lines	78245
141	Sanitary the often doing the day, update buses.	78245
142	How well does the transporters treat the passengers. I have experienced some drivers that are unpleasant with passengers especially the elderly, how they walk very slow, they say because of them they are late.	78245
143	the 21 needs to be more frequent, its always late and the layover at Randolph being 20 minutes is too long to have to stand outside until the driver finishes his cigarette or phone call.	78245
144	I would use VIA if it worked!	78245
145	Need bathroom at 1604 & I10	78245
146	I wish I could use transit more. Think the perfect model would to do something similar to places like Berlin or Madrid. German transportation system is great. I don't like how this VIA bus system is sometimes late or doesn't show up. Thanks.	78245
147	76 changes to #3 and doesn't go to Porter anymore but San Pedro Avenue It's confusing and I don't like it. I like the #4 because it goes to South Park Mall. I been taking the bus for 7 years and I like the Primo bus. #614 doesn't have a stop soon enough it drops you off in Pecan Valley.	78245
148	Keeping the looper on a better Sunday schedule.	78245
149	Updating route times to run at night through the morning would be a great upgrade for people working late nights.	78245
150	More transit system in the far westside along loop 1604.	78245

	As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?	Zip
151	More stops around San Antonio	78245
152	The amount of times the buses run to some areas like 151 – Potranco, 1604 buses don't come as often.	78245
153	Y'all are doing a wonderful job.	78245
154	Busses/drivers should not give out change or receive money for fares. HEB, Walmart and Valero Gas stations should sell bus fare tokens at the bus fare rate. Customers should be able to purchase tokens for 1 ride up to tokens for 50 ride fares. If the bus fare is 1.25 then sell tokens for 1.25 or .05 cents more so stores can make a profit.	78244
155	I would like to know if there is a possibility to expand the VIA services by adding more routes to the Northeast area, because there are not services to Live Oak, Universal City, and just a few in Converse. Just to let you guys know that we have been isolated by not having the opportunity to ride the bus on this area, if there is something you guys can do, please do it because we really need it, thanks for reading.	78244
156	Frequent Rider Discount on Monthly passes or For downtown employees A little more shade on Pavilions on Sunny bus stops Love the "Text to 52020 Service" Also Thanks for taking extra care of my lost phone	78244
157	change bus schedule to accommodate frequent bus riders. more buses such as 17, 100 Primo, 550 & 551, 93, 632 etc.	78244
158	Buses being on time change hours routes to 1/2 hour.	78244
159	having a next person from VIA on bus for safety.	78244
160	To ensure that scheduled times are as accurate as possible and especially to arrive at transfer centers as scheduled in order to transfer to a connecting bus. Otherwise passengers end up stranded for as much as an hour at a transfer center mostly after 7pm and on Sundays.	78242
161	New month cards	78242
162	Finding a map of routes available should be easier.	78242
163	New buses would be nice.	78242
164	Please improve access and availability for children with physical and special needs in terms of Via Transit vehicles and regular buses	78242
165	It is better to fix the current system by providing more buses and bus route while we plan for the future. I liked the free bus rides they have in Denver	78240
166	Keep in mind the growth of the population out IH10W towards Boerne. A great amount of people are moving in this area and are driving into downtown San Antonio to work. If there was a bus stop at the city limit line, there would probably a good amount of bus riders into downtown.	78240
167	I daily commute to work from/to the Medical Center area to Downtown on the VIA Primo service. I own a car and can afford to drive, but choose public transportation because I believe it is the responsible choice. I tolerate rude operators, unclean buses, consistently missed schedules, unanswered calls to 210-362-2020 when I wish to make an inquiry, suggestion or complaint about poor service, yet, I continue to make VIA my choice for daily transportation, despite the unpleasant experience of panhandlers/intoxicated fellow passengers/graffiti/unenforced policies... I'm an exception among my peers. If VIA desires to increase ridership among my demographic, these issues must be addressed.	78240

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
168	You need to remember that LOTS of people in the outer areas of town need bus service not just the downtown people. We need way more direct route. The ride to work from my house takes slightly over 3 hours I can drive it at the same time of day in 30 minutes.	78240
169	More people would ride the bus if it were cleaner, nicer, etc.	78240
170	que los chafers (agluños) sean un poco am abler. Gracias *The drivers (some of them) should be a little nicer. Thank you.	78240
171	Have a 7AM " Collect – surveys from the different, colleges, University[& have a direct bus (x 1 bus) at 7AM, 5PM] to assess if students would do park & ride & what times..	78240
172	Love the Senior rates – thank you.	78240
173	Extend the 509 Hildebrand to run on Sundays. There is no Sunday Service on this route and this route covers a lot of area.	78240
174	would it be more cost effective to drive smaller efficient buses where ridership is low? instead of the huge buses we see.	78240
175	=keep the Primo in Leon Valley – =Update old-model buses: 1.Eco-Friendly (Hybrid Models) 2. Interior Upgrades =Continue to make public transportation available to affordable to STUDENTS. Thx -	78240
176	need more frequent routes on Northwest side of city	78240
177	I love the event park & rides. Would love direct downtown buses from medical center	78240
178	More surveys to inform the general public that utilizes public transportation about future plans and advertising to increase awareness in the population that does not regularly use public transportation.	78240
179	bus operator	78240
180	Extend transportation Northeast SA area for people to have access to health clinics downtown.	78240
181	running routes longer during the evening and mornings	78240
182	bus driver need to wait at least 20 min to 20 sec before leaving there stops because they leave behind some people.	78240
183	keep passengers from smoking at bus stops	78240
184	I would like to see the Witte/Brackenridge Park-Southtown circulator. Too bad the street car got shot down. In its place utilize a modern-looking people mover-not a VIA bus, that runs on a frequent schedule, using the proposed street car route(expanded), and is easy on/off. Implement the same type of circulator for the east-west streetcar route. Develop the light rail going from 281N/1604 to downtown and on to Brooks City Base. Not in VIA's domain: At the intersection of 410 and Airport develop "Airport City." Ultra modern, steel and glass, residential/hotel/shopping area; link to airport and downtown w/lt rail and 281. Work to get Lone Star rail/multimodal in place in foreseeable future. GET BUSY!!!	78239
185	Punctuality as crucial to our Bexar Country Residents. Special consideration to the needs of elderly & intellectual disability citizens need to be enforced Catchment area needs to be increased to include expanding stops in a greater per/capital areas. coverage of the inside of 1604 should be available.	78239
186	I never ride the VIA but very from Louisville, KY I am used to a bus system trust runs almost 24 hours. Stretchy across all side of our city. We defiantly need a train or such to reach Austin soon not pay tolls or gimbals, a light rail to get from San Antonio to Austin is the future.	78239

	As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?	Zip
187	I would like to see buses not stop and stand near an intersection or just past a corner. Example Randolph Blvd and O'Connor Road Bus blocks traffic on a regular basis too close to a corner.	78239
188	Think about the Bus Operator and honor them their weekends off. Lately we have been canceled even though we dont want to work our weekends.	78238
189	accepting credit cards would be a lot easier then carrying cash.	78238
190	yes thorough cleaning of buses disinfect and change air filters. It doesn't make any sense to spend more money and not up keep what you already have. If that is the case then VIA should come up with a disposable bus.	78238
191	VIA buses going up to the senior center for handicap persons riding public transportation	78238
192	More accuracy of time schedules	78238
193	Need large buses like the 100 on major corridors, like Culebra, Wurzbach, and San Pedro.	78238
194	Buses need to have better or more on time connections or all buses wait at transit centers until all buses arrive, also buses should have same connections times so patrons wont' have to wait on average an hour for next bus, also must get later service in community bus routes in the Northwest section as well as all sections outside of loop 410 this is a must. thank you.	78238
195	More sensibility training for your bus drivers. Better training	78237
196	Make it easier to obtain via-trans services. My mother does not qualify for this service.	78237
197	More frequent routes where there is a need. For example the 68 route where the bus is always crowded in the afternoons.	78237
198	I have noticed an increase of licenses getting pulled. There are a lot of irresponsible people on the roadways so i dont contest this. I imagine this is another reason why SA is heavily investing in Public Transportation. I am one of those people, MSB is asking for 3000 dollars that i dont have, and if i want to restore my license, i have to pay for two holds (\$200) that i also do not have.It seems i will have to wait these holds out. The reasons i also dont use the bus are the long wait times for certain buses, as well as indirect routes. In your forward moving plans, all i ask is an emphasis on safety and ecological responsibility. I like the light rail idea. I would like to travel to Austin more.	78237
199	More bus time for West Commerce routes.	78237
200	More Primo service include Commerce/Kel -Lac HOV Lanes Signal Priority Expanded Transit Centers Fewer stops on skip stop service Repaving of streets.	78237
201	Upgrade bus stops many bus stops do not have any cover for bad weather. Update Information on all bus stops. Info in my area is very outdated.	78237
202	Be on time	78237
203	I believe that the expensce of the bus fair is starting to be ridiculous. I don't see why I should be almost 1.50 or 2.00 for a ride on the regular or express bus, especially the 64. We have elderly people that have to pay 2.50 or 2.75 just because they have social security or college. In that sense might as well get a ride instead of taking the bus. Therefore if the bus fair is going up every year why even pay if it's eventually going to be as much as gas price.	78237
204	Looking forward to future improvements.	78237
205	Please consider some sort of transportation through the 35 corridor.	78233

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
206	I think we need more Express Park and Ride locations in San Antonio.	78233
207	The suburban cities need public transportation.	78233
208	I would like to see Via to include a route to go to the Forum and to Burlington Coat Factory.	78233
209	Have your Public Announcement Dept. ride the buses often and take notes, so they'll know to tweak the system where it's needed. Many announcements are not loud enough, or come on telling us of intersections either too soon, or too late. By "too soon," I mean they actually call out a bus stop two stops BEFORE the one people need, causing the chime to be rung at the wrong place. The passengers then have to tell the driver to keep driving to the next stop. Also, those "generic announcements" that come on every 15 minutes often override the necessary street call-outs. Finally, many buses announce they're going to the garage, or turning into a bus... which they are not at ALL turning into. Please remedy these situations. Thank You	78233
210	Find a way to fund public transit to service the communities on the 35 corridor, i.e., Universal City, Live Oak, Selma, Schertz, Cibolo, New Braunfels.	78233
211	add more public transportation on 1604 & 35	78233
212	I never use the bus service because it's not convenient to my house, light rail please. Light rail to New Braunfels, San Marcos and Austin	78233
213	Make viatrans tickets more available like at HEB	78233
214	travel center needs to built on 1604/90	78233
215	Park & ride services outside loop 1604 and 410	78233
216	More buses to run sooner then later	78233
217	On Route 21 coming from downtown it should take a left turn at the Walmart on FM 78 before going to Randolph Park & Ride.	78233
218	Access to: The Forum shopping center Hwy 3009/ Live Oak, University City, Selma, Schertz, Quicker access to Rolling Oaks and the Medical Center Consider a Wurzbach Pkway (Randolph Park & Ride) to Medical Center Transit.	78233
219	Hire window cleaners to clean transit centers	78233
220	How about later routes or expand the line up till later hours! Many of us work nights and don't have a way home if we don't drive! Line ups expand until 1:30a.m. & 2:30a.m. Especially in high travel areas and weekends	78233
221	The fact that skateboards, backpacks, canes, etc. are allowed on the bus, but a fishing pole secured in a tube or backpack is considered a "weapon" ridiculous	78233
222	make VIA Trans tickets more available like HEB	78233
223	Randolph P & R needs later bus service, until at least 11:00	78233
224	U should go from a hour wait to 15 to 30 min and expand all bus hour to mid night	78232
225	I like the idea of more frequent and convenient bus service outside of Loop 410 where I live. But in all honesty, as someone with a car, unless getting there on the bus is as easy or easier (or cheaper due to gas prices/tolls/congestion charges/parking fees) than going in a car I would probably not be very motivated to avoid driving.	78232
226	problems with public transportation:-being able to be dropped off near destination, esp. when it's over 90 degrees outside!!	78232

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
227	I moved here from Southern California. San Antonio today looks just like Los Angeles 50 years ago. Unless we want to become another Los Angeles, we must begin moving away from cars/freeways and developing public transit.	78232
228	Plan an advertising campaign to make riding the bus a contribution to the community, and target those with the means to drive cars.	78232
229	Additional lines going North of 1604, and additional lines going east and west along 1604	78232
230	Some bus stops are ghetto. They need to be covered or at least have a bench. Some stops don't have a place to sit.	78232
231	list cost of each option and available funds	78232
232	Maybe making the 97-rim more frequent	78231
233	Need to promote and or provide greater awareness of the new multimodal station VIA Villa to the community People don't know about it. PLUS, you need to ensure that the rif raf and homeless people are kept away from VIA Villa or it will fail and public transportation will never grow in San Antonio	78230
234	Please provide the location of suggested transportation hubs that will connect the light mass transportation rail to connect with the downtown area. Utilize smaller bus transportation vehicle to avoid the re-designed of streets and faster mobilization thru the city and avoid the wasteful use of larger buses that at any given point and time will not be full or half empty. What is your plan to slowly increase the popularity of mass transit in American culture where most people prefer to preserve their independence and avoid the "violation" of their personal space?	78230
235	Maintain the quality of the cleanliness of the vehicles to a higher standard. Customer service by the operators needs some work. VIA PD should be required to be equipped with body cameras for their and the customers protection.	78230
236	More West/East connections.	78230
237	I did not choose add funding for more buses or light rail as a priority, because I frequently see buses empty or with 1 rider on the northwest side. The large buses seem very wasteful for so few riders. I would be in favor of smaller, more economical forms of public trNsportation that add flexibility – maybe even ride sharing. Connecting locations with many people without cars make sense – College campuses, downtown, bases, airport.	78230
238	With traffic, it can easily take twice as long on the bus than it would driving. If there were an easier way to get through traffic and LESS TRANSFERS to major destinations (colleges, airport). Thanks!!	78230
239	People want to use public transportation! We need buses now (rail later with funding) with direct routes connecting different parts of the city. Connect sites of interest – Pearl, AT&T Center, Zoo, Museums, La Cantera, Library, Universities, Downtown, Riverwalk, El Mercado, Botanical Garden, Fiesta Texas, Bus station, etc. to large suburban areas/ neighborhoods. This will reduce the number of cars driving & the wear & tear on roadways (emissions also). It will also increase & promote bike usage. San Antonio is so spread out, it absolutely needs better public transportation that is well advertised, at first. Get everyone on board!	78230
240	Wait time for bus routes is too long, especially if you have to take more than one bus to your destination. This is very important if you are taking bus to arrive at work on time. Light rail system which, in stages, would eventually have several different lines (all interchangeable), to reach the community colleges, UTSA, medical center, downtown, museums, zoo, etc. The Dallas light rail system is an excellent example of this type of rail	78230

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
	system. There are adjacent parking lots to the rail stations so auto and light rail could be combined; also is environmentally friendly. It is moderately priced.	
241	Stagger bus service at Transfer Centers because the "Pulse System" simply does NOT work when I am likely to be on the bus (after work). 1) Bus operators who are able to leave the Pulse locations on time ignore buses arriving a few seconds late, and if I'm on the late bus, I have to wait for the next one, which usually comes an hour later. 2) During afternoon rush hours (about 4-6:30), many bus routes can't be driven in the time allotted... there are just too many traffic jams on the roads during those times. It's extremely frustrating to miss transfers by a few minutes and have to wait in the hot sun or the rain an additional 60 minutes for the next one to come along.	78230
242	increased frequency or dedicated routes during a more expansive range of local events?	78230
243	More Aft Fuel Buses	78230
244	It is important to expand services to areas where historically there have been limited services	78230
245	Better accommodate wheelchair riders on busy routes by having VIA Trans vans service the routes.	78230
246	It is important to expand services to areas where there have been limited sources	78230
247	More Alt fuel buses.	78230
248	spoke with a gentleman who said he likes the bus but wanted to see the buses get to their destinations faster. He is happy with the frequency and routes.	78230
249	Are improvements to be done require a tax increase? Will bus drivers safety awareness increase?	78230
250	I used to be a regular VIA rider but the addition of at least a half hour of travel time on the bus going thru the Medical Center coupled with the change in my mother's health made it impossible for me to continue to ride the bus to work. In fact, if the bus was the only means of transportation to my job, I would have to stop working. I had ridden VIA to work, etc. for over 30 years.	78229
251	24 hr	78229
252	I think we need to continue to remind people in San Antonio that public transportation options are better for the environment in the long run. If the system was more user friendly and had routes open to all and there was no longer a "stigma" associated with it, I believe more people would be apt to use it.	78229
253	the time it takes to get around the city grows longer each year – too many unnecessary transfer stations and layovers. I ride the so called Primo It takes me up to an half hour longer to get home from downtown now than the 91 route did !!Never transferred before now all I do is change buses Hate it and Via	78229
254	que ha aveces los que manejan el bus salen tarde de la estacion de buses como usted en avisen que el bus va temporary a si mismo deber con sidera y a los pasajeros que van al trabajo. *Sometimes the bus arrives late at the bus station the bus should be considerate of the passengers that are going to work.	78229
255	include Sundays on 660/620	78229
256	add more routes and have a better drivers, who can drive best and quick. and also drivers at transit center need to stay a little longer if they see a bus coming from behind for more passengers.	78229

	As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?	Zip
257	Two of the major reasons I run late and the two biggest complaints I get from passengers are the same. Cash fares are slow the bus especially the farebox accepting pennies and the amount of bus stops on any given route.	78229
258	more frequency of buses and improve bus stop areas covered, benches, etc. more direct routes the new parkway would be great! thanks!	78229
259	giving change back that's less than a dollar. every penny counts	78229
260	I want my change back!	78229
261	Spoke with a woman who said she would like to see more frequency with the buses. Also she said the holiday bus schedule shouldn't change because some people didn't get those days off.	78229
262	Babcock Road customers no longer have a direct route to town. We used to be served by the 90 and now we are the 522 which goes nowhere. I am 7 miles from downtown and cannot hop on a bus and go to town without transferring. Also, why can't Babcock Road have a PRIMO bus? At least from Loop 410 to Hillcrest and onto Fredericksburg Road.	78228
263	there is no bus route on Callaghan and commerce street by the southwest research, we have to walk a lot and there are no connecting streets on western park subdivision it would help if you guys can connect acme road to our neighborhood, look it up and it has been like it for years. this should help some but adding a route would be great.	78228
264	Some bus drivers are rude and they have attitude	78228
265	Rewards for using public mass transit or bike instead of commuting with a car. Some incentive program. Also security on busses n p Public transit since nowadays ppl will try to kill u on a bus!	78228
266	Stress connectivity feature of multimodal. Would one like to get from residence to cultural amenities quickly over three modes? How late would we want rail and BRT to run at night?	78228
267	Better identification of locations that sell VIA passes. For example, I have no idea where to go to get VIA pass for seniors. HEB, Walgreens or other neighborhood source.	78228
268	More frequent service to UTSA downtown	78228
269	Fix route times so drivers don't have to speed or rush patrons, just to get a bathroom or snack break. If office employees don't have to go 10 hours a day without peeing neither should drivers. Also, no matter how nice the Transit Center, rich people won't ride the bus, "Definitely" not until it's fixed that it takes 2-3 hours to get anywhere in town.	78228
270	Van operators should get equal pay as bus drivers!!!!	78228
271	24 hours bus line for some routes	78228
272	level of importance of providing more handicapped accessibility	78228
273	Need more buses	78228
274	We need more buses on Route 77 lines – long waits.	78228
275	Improve service for handicapped and disabled.	78228
276	Start using primos for express routes. Return route 76 to its original route. 76 is delayed by stopping at additional stop at UTSA.	78227
277	The rider...you are making it harder to get from one point to another not easier unless you are in YOUR preferred area of town	78227

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
278	The bus service for the far southwest side needs better routes to the medical center and downtown.	78227
279	24 hours 7 days a week service.	78227
280	fare considerations for Vets, unemployed and so on and later times for those who work 2 nd & 3 rd shifts to be able to ride public transportation.	78227
281	More buses needed for VIAtrans/Disability trans-so there is shorter rides-Sometimes riders are on buses 2 hours or longer due to pick ups and drop offs. Most are in pain when they get home due to how long their on the bus. Thank you for the great service-It is truly needed.	78227
282	to keep buses right on time	78227
283	Don't care 4 bike riders. improve Sunday Bus schedule's some bus routes don't even run on Sunday and it makes it harder to get to work on that day.	78227
284	Most buses, for weekend transportation and regular 30 minutes travel takes 2 1/2 hours on weekends. People work on weekends too.	78227
285	Not convenience nor is the transit centers	78227
286	No increase Sunday Frequency	78227
287	Why can't we have 3 line up out by Lackland Park & Ride? (Kel-Lac)	78227
288	The open carry on the bus????	78227
289	76 changes to #3 off San Pedro and it's confusing and doesn't make sense.	78227
290	greater bike accommodations – on bus 4 bikes minimum	78227
291	I would like to see buses go from transit center to transit center only to help get to where you are going faster.	78227
292	Add more Bicycle racks and make day passes 24hrs instead of expiring at 3:00	78227
293	Route to Alamo university. With 5 kids I get around on VIA buses with no problem maybe for safety seat to hold mother with baby in car seat and stroller	78227
294	For the bus driver to stop and pick us up when we are arriving at the destination and they see us coming but won't stop to pick us even if we wave at them. They just take off.	78227
295	Drivers are overall great, but maybe some training at being human and reacting to people on a more friendly basis.	78227
296	you guys do a great job!!	78227
297	VIA needs to have income sensitive bus cards for low income families	78227
298	Improve bus service on weekends -always late to work; three to four hours to get to work is extreme!!!	78226
299	Si me gustaría k a las personas de mas55 años en adelante nos dieran la tarjeta de vía un poco mas barata no que la ponen asta los 62 años a esa edad ya ni la usan tanto es para los k la usamos todos los días. Para hir a trabajar o de perdido los fines de semana por que muchas trabajamos en fin de semana y los buses pasan muy tarde gracias por poder nuestra opinión. *I would like the bus pass to be cheaper for people 55 and older instead of 62. 62 year olds don't use the VIA pass as much. People my age use it daily to go to work especially on the weekends and the buses come very late. Thank you for asking our opinion.	78226
300	I would like to see more trolleys and kid friendly events with them.	78226

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
301	Your drivers should be more customers friendly and helpful not rude and not giving and answer questions. You should have a class for rude drivers	78224
302	later routes times pass midnight for people who work late. Buses be time more often, all bus stops should have sometime of roofing for weather purposes. Limit the quantity of people on bus not over around the bus. People with extremely bad hygienist shouldn't be on buses. (Odor wise)	78224
303	more bus	78224
304	Some signage stating to younger folks and or men, to give up their seats to the elderly, older adults, and women with children. Also, some of your bus driver's drive like maniacs. Riders, including myself, have had to hold on for dear life! One day, someone will get seriously hurt!	78223
305	More frequent bus stops on S.presa by Sutton Road More Stop lights on S.Presa Between Military and 410, repave and mark bike lanes between Military and 410 on Spresa.Since more and more people are ridding bikes out side the central are of down town.	78223
306	Bus #20 is always running late. I've complained several times and the service hasn't improved.	78223
307	I believe more via bus stops should be made available on every major neighborhood street so that the aging and/or retired population can travel throughout the city without having to walk long, winding distances to the nearest bus stop. Quick access to NEARBY via bus stops will help citizens stay active and not confined to their homes. If a survey is conducted to find out how many elderly reside in a certain area of the city will give a picture of where the need for more bus stops are needed. College students can benefit too.	78223
308	Improve service for the elderly & disabled	78223
309	yes i do. add a bus stop in front of the villas of costa dorada apartments (550). and across the street from the villas of costa dorada apartments (551). thete was a 551 stop. but they removed it. thank you and have a BLESS Day	78223
310	Maybe changes bus route closer to the apartments.	78223
311	Not convenient or reliable	78223
312	providing service from brooks city base, Madla and Downtown	78223
313	We need more bus routes in the morning and afternoon so that way I'm able to get home (181 going toward Elmendorf TX.	78223
314	Providing service from Brooks City-Base Madla and Downtown	78223
315	Driver courtesy be on the look out for people wanting to catch bus or make connections	78223
316	Driver courtesy be on he look out for people wanting to catch bus or make connections!	78223
317	Not convenient or available.	78223
318	I would like to see VIA go out to Elmendorf at a regular buses. I would take the bus often. I take the bus line up and get dropped of at New Braunfels and Military. I have several long walks late at night and its too dangerous	78223
319	24 transportation should be available in 2040.	78223
320	In the last two months, the buses I ride have not been on time once. before spending a fortune on improvements you should improve your schedules	78222
321	You need to expand Park & Ride ot include all areas. Southside and highway 87	78222

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
322	Consider the tourism industry in the City of SA and how it plans to boom in the next few years with World Heritage destination. How do we plan to connect all attractions/historic sites via a transportation mode that is direct, convenient and inexpensive for our visitors and local community.	78221
323	Cross route training so drivers can have knowledge and familiarity with all neighborhoods. Bonuses or raises would be a good initiative for them and make them better assets to the company which in turn makes for a more pleasant smoother ride for all.	78221
324	favor de incluir el sur *I'm in favor of including the south.	78221
325	Love Via – No bikes	78221
326	No comments on presentation information just a note to whom it may concern: Jerri Jones was a very professional & informative representative. Please keep her as an asset to your company. Thank you for coming to the Cisneros Sr. Center with the information provided to us.	78221
327	increase frequency to the outer areas in the southside	78221
328	More buses, get things done.	78221
329	although I don't use public transportation frequently. It is due to the access and perceived dependability. If the transit system was more like in Germany it would be more enticing to use. Especially for service members looking to get out and about on weekends to explore San Antonio and surrounding area.	78221
330	I would like that all the bus stop have a cover its very important because of the weather.	78221
331	Can you extend the hours I can catch the bus?	78220
332	I would like to see via services become more profitable with less public funding. I feel that, through striving to better serve the community and figuring out ways to be more available as convenient, via can reach the goal of being independent and profitable. I would like to see more public dollars spent on roads, sidewalks, etc., and less of it directly on public transportation. Those who can afford it, should pay full fair, while low income can have the opportunity to apply for bus passes provided by the city.	78220
333	More direct and shorter time services to reach the medical center from the Eastside like from Houston Street	78220
334	Que se pongan anuncios de NO Fumar en las paradas de bus principales de la ciudad. *Put "No Smoking" signs a the city's main bus stops.	78220
335	Paint schemes on bus to match routes	78220
336	Better coordination of buses to the colleges	78220
337	Some buses run every hour and don't connect with buses that run frequent (515 in particular) does not run late enough also requiring a mile walk with NO street lights or Sidewalk either. Very dangerous for the elderly that live out there too.	78220
338	Love the park and ride	78220
339	Earlier bus service on the 604. 530 am is too late. Need to start at 430 like other buses. SLT	78220
340	MAJOR ROUTES GOING NORTH-SOUTH, EAST-WEST NEED TO RUN 24 HOURS. MANY PEOPLE WORKING THE LATE SHIFT COULD RELY ON THIS SERVICE. THANK YOU...	78219
341	Service needs to be improved on the east and west sides of town also. The transit system is neglecting parts of the city only catering to areas that rarely ride the service. The east and west side of the city rely on the service more than the 1604 corridor areas. There	78219

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
	need to be transit centers for those areas also. Service needs to be extend for the Randolph pulse. The service should run until the first line similar to the Kel-lac pulse.	
342	24 hour service	78219
343	Please make a bus route closer to 4141 IH 10 East case point villas.	78219
344	VIA really needs a lineup for 630A going to Autisan at Salado Falls or something going near that area, please	78219
345	1. I believe the size of our city does not reflect our reliance on public transportation some type of inticement to use. 2. We really need connection to Austin.	78219
346	Give buses preference over other vehicles. Bus service helps keep less cars on the road and reduces emissions. You must make it more convenient to ride a bus then drive a car so more people will do it. The most frustrating thing to me is IH 35 backups and missing connecting buses. Add HOV lanes asap show the car drivers that bus service is more predictable, convenient and enjoyable then fighting traffic. I ride Randolph park n ride to downtown. Give the bus its own lane.	78218
347	We need to have a transit system that is not focused on the indigent but on the urban, 7th largest city in the nation we are. It is embarrassing when visitors from other large cities come and use the transit system and see the lower class only. We should focus on having a transit system like large cities.	78218
348	San Antonio is growing faster than predicted, this needs to be recognized and prepared for in transportation. updates and improvements happen too slow. be proactive not reactive. Bus service hours need to be to extended, many business are now open later or 24 hours, especially in the medical field.	78218
349	Stop making political routes that have low ridership. Example – the shopper special Trolley was bullshit. Stop trying to promote the Broadway corridor for real estate development.	78218
350	Would like a bus connection for Randolph, O'Connor through to Nacodoches	78218
351	reduce bus fares	78218
352	Comparable pay for Van operators as that of bus operators	78218
353	more park & rides locations	78218
354	Offer more frequent bus service on Loop 410.	78217
355	I do not drive, therefore I rely on Via. Please change the time schedules for buses that run once an hour to maybe every half hour-especially the 502. Thank you.	78217
356	A political strategy to persuade those communities that do not currently participate in the ADT to do so. A definite focus on more east-west corridors	78217
357	more time bus run covers at every bus stop	78217
358	A political strategy to persuade those communities that do not currently participate in the ADT to do so. A definite focus on move east – west corridors	78217
359	Ya'all doing bad job.	78217
360	light row within loop 410 is gonna be useful for high volume downtown transportation users	78217
361	there should be faster response in cleaning accidents.	78217
362	Make more times available for the route to blanco & 1604.	78216

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
363	Must have reliable schedule service, some routes runs late, specifically in the weekends where the bus frequency isn't as weekdays. That way we can do transfers and don't need to have ling wait for the next bus.	78216
364	Late night service is needed. There are too many places that have no line up service. Also, many places have no Sunday service or don't have much in the evening, making travel difficult.	78216
365	YOUR DRIVERS ARE GREAT FRIENDLY AND HELPFUL MY THANKS TO THEM	78216
366	Need more urban core areas with local restaurants, retail, entertainment along with urban mass transit to support it.	78216
367	I would use public transportation if the items/improvements in this survey were implemented.	78216
368	Keep in mind the senior citizen population that is living longer. The senior citizens usually do not drive but rely on the public transportation. We must pay attention to their speical needs.	78216
369	Future of Park & Rides, transit stations, Fare increases	78216
370	I've seen some drivers that are very rude and they are rude and they do not have patience for persons in wheelchairs. Service is very bad.	78216
371	longer bus hours til 1AM or 2AM	78216
372	I would like to have service 24 hours a day up north going to 1604.	78216
373	* Very important buses must have adherence of schedules. Most of VIA riders take transfers, so every minute counts. Sometimes, when bus frequency is limited, Five Minutes can represent sometimes One Hour waiting for the next bus.	78216
374	Que tengan un buen trato con las personas que usamos el bus. Gracias me llamo Silvana Estrada. *VIA bus drivers should treat the customers well. Thank you my name is Silvana Estrada.	78216
375	Free public transportation	78216
376	Should have bus run longer going towards bitters & blossom stadium. Like the 502 run until midnight & the 648the whole route all the time	78216
377	Bus drivers need to be nice to cyclists. Bus drivers are very impatient with bike riders.	78216
378	Please keep in mind: "The worst possible transit system for low-income people is a transit system that only low-income people use." That is exactly the system VIA has created. And let this get as far up as it can. Public transportation is for all people and NOT just the for less affluent. I can understand it takes years to reach milestones. However, the year 2040 is really kind of sad to read. Honestly, I think VIA and the city council should do better. I implore you to consider a city of mobility of the pedestrian today that exists today.	78215
379	Well, this is a positive comment on your Bus Operators, the are friendly & courteous. Fantastic job training! I'll be doing VIA until the end!	78215
380	keep bus fare at a low price.	78215
381	Give city employees who work downtown either more transportation funds to park downtown because the city does not compensate us enough to park downtown, or more frequent bus routes from southside San Antonio to downtown.	78214
382	Would like to make a couple of suggestions: first add a couple of stops to the I35 express bus by having the bus exit and re-enter at along access road. Second would like to	78214

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
	suggest a rapid tranist system that travels in conjuction with every highway system in San Antonio; IH10,410,IH35, 90 & 151. It would be ideal for all rapid transit routes to meet at the bus depot; allowing transfer between transit and bus lines.	
383	nicer drivers	78214
384	Please replace all the old VIA buses with new buses.	78214
385	I like the new buses	78214
386	Transit from downtown to AT&T center is drastically needed especially last year during March Madness. As for bicycle safety, more designated lanes where people can not park and block bike lanes and more signage promoting bike lanes and bike safety	78213
387	I would like more public transportation available in the downtown area to get to restaurants in the outer area of downtown.	78213
388	Please provide later pick up times (after 12AM) after a major event at AT&T Center.	78213
389	Improve via customer service. I have been trying to figure out why I am blocked from text bus updates. I've made multiple calls since August and no one ever follows up with me. The customer service is just terrible	78213
390	I have presented a complete senior transportation initiative SASSS San Antonio Senior Shopper Shuttle to service all of Bexar County and its 25 suburban cities. SASSS is to run on Electric (battery) power and is wheelchair accessible. All the employees will be Veterans SASSS will go to all the shopping malls & shopping centers as well as to go to various social events in the community. This is a free-fare service supported by private as well as government resources in the state, Bexar County, and the city council.	78213
391	Since I work downtown, I use and appreciate the VIA bus services to get around the downtown area, especially morning, lunchtime and evening hours. I use the bus to get to market square, river center, and the Pearl. Thank you.	78213
392	Lots of people now commute out of SA north on I35. Traffic is horrible there. Provide service there.	78213
393	one might want to map backwards from the current users to their locations and facilitate their use of existing services	78213
394	More alternatives to public transit.	78213
395	Love the Park and Rides. Please keep us environmentally friendly professionals in mind. I would love to ride monthly, but it would take me almost 2 hours to get to work vs the 25 minutes it takes me to drive. Also, please keep our tourist in mind. We should have a service for them that takes them from the airport to downtown. I'm excited for all changes!	78213
396	Direct service from Brooks to downtown and the airport.	78213
397	I think the relevance questions have been asked already. I also think that if we can connect the bus route to other surrounding cities like Dallas, Houston, and Austin.	78213
398	24-7 service	78213
399	You should listen to the bus operators. They are the one's that know what is going out on the streets. Not management. They spend too much time in the office or meetings.	78213
400	Doing a great job! Love the express and new 100 buses	78213
401	Everything runs smoothly, keep up the great work.	78213
402	Stone oak needs new stops or transit center so I can travel easier to sister's house.	78213

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
403	Increasing the range of where buses go to	78213
404	highway coaches as commuter buses from New Braunfels & Boerne!!	78213
405	Cleanliness of buses (regular ones, not the BRT and Express) are lacking. Times has come to update our fleet. I like the new bus stop improvements. Via is doing a good job. I hope there is more political support for transit.	78213
406	Possibly consider continue training exercises for bus drivers, to stay on their lanes, not speed off if a person is trying to get on the bus, going to left lane while a vehicle is there in order to make a right turn. Thank you	78213
407	Better and quicker transportation	78212
408	I am a City of San Antonio employee and work at the Northeast/Toolyard location. The closest bus stop is at Morgan's Wonderland. It's a 15 to 20 minute walk, crossing 4 lanes of Thousand Oaks and sometimes in adverse weather. I researched the other City locations and there are NO VIA bus stops at any of these locations. There should be a VIA-City SA collaboration so City employees are able to ride the bus to their job sites. This should be a priority above all others in this survey. Alex Bautista City of San Antonio 10303 Toolyard/78233	78212
409	Please consider the installation of floating bus stops at heavy usage spots where multiple bus routes stop.	78212
410	The cost. I have used the Austin bus system many times and the system is much less expensive than VIA. I would use the bus more here in SA, the cost for a monthly pass has gone up to where it is no longer cheaper to us than my car. This is disappointing. I use to take my kids to school and VIA was cheaper than using my car, but the increases and now the need for transfers, which is new to the route I used, makes it more expensive than to hop in my car and Go. VIA has priced themselves out of being useful to people on a larger scale than what they are carting to now.	78212
411	Babcock Road should have a connection to Fredericksburg Road because it goes to Medical Center. Babcock 522 should at least have one stop on Fredericksburg Road.	78212
412	I don't use public transport nearly as much as I'd like to. It's inconvenient with regard to routes, transfers etc. VIA bus drivers must learn to share the road better!	78212
413	Transportation should be free for all because the majority who use it are lower income residents of San Antonio	78212
414	As we grow in leaps and bounds San Antonio needs to improve and help with the traveling needs of it's residents and tourists while keeping with the beautiful originality of quaint San Antonio. Especially employees that work the hospitality industry as we are fast becoming the food City in America. There needs to be more flexible hours and direct routes for these workers. As residents and tourists find public transportation convenient it will enhance San Antonio, the environment and all. Also, bike and hiking trails help us become a more healthy San Antonio. Bravo! Thank you for asking	78212
415	Has anyone thought about creating a public transit loop around downtown? Light rail/streetcars making a loop on N/S Alamo street and Frio street would make downtown more cohesive. On the northern part of the loop somewhere between 5 points and N Alamo. It should stop near the Pearl.	78212
416	Use more buses, and when possible, smaller buses. DO NOT use rail service within City limits. Possibly only between San Antonio/Austin, San Antonio/Floresville etc.	78212
417	High quality public transportation is one of the success factors of attractive modern cities for both tourists and locals – please prioritize these initiatives! Thanks.	78212

	As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?	Zip
418	I live in NYC for 10 years. San Antonio is in great need of improved public transportation (more options, more frequently). I hate driving and would love to take the bus, but it is not convenient (timing wise). Taking public transportation needs to be prioritized and become "cool" here.	78212
419	To help expand bus use in the far suburbs, citizen education and likely temporary use of buses may be needed to initiate riders. Texans are hard to get out of their cars. Make it easy, safe, reasonable and good service.	78212
420	Take time to give operator ample time to recover and get some energy to give better service.	78212
421	Need good bike transport	78212
422	Even though the more affluent areas of North and NW San Antonio may exhibit more demand for public transit to downtown, we cannot ignore the poor neighborhoods in the E, S and West side. Lets give them a fighting chance to be included in San Antonio's new dawn. Thank you	78212
423	Invest in electric busses!	78212
424	the city needs more bus service	78212
425	24 hr to medical center	78212
426	some rude drivers, and nice drivers. Drivers give me a hard time for 1 penny-when I pay extra I don't get a refund	78212
427	Public transportation to work. I live in the Alta Vista. We have many bus route but it still takes me an hour and a half to get to work @ 9800 Fred Road And I wish I didn't have to ride my car everywhere.	78212
428	need to have on time ability to make change and frequency	78212
429	more transportation routes to accommodate students to their school. more affordable options for students. more routes in underserved areas – s. presa to 410	78212
430	24 hr service on routes Fred rd and e/w commerce	78211
431	Need 24 hour service inside loop 410	78211
432	Hace falta la planeación e inclusión de rutas de metro u otra forma de trenes para hacer más rápido el conmutar. *There is a lack of scheduling and including metro routes or other forms of train/rail for making the commute faster.	78211
433	Bus driver attitude, making sure that the sign reads in service & monitoring drivers. Some are not customer friendly TX	78211
434	more buses	78211
435	have the bus drivers be on time	78211
436	BUSES NEED TO BE KEPT ON A CORRECT SCHEDULE.DRIVERS ARE ALWAYS LATE,MAKES PEOPLE LATE WHEN THEY HAVE TO BE AT ANOTHER BUS STOP TO TRANSFER. ALSO WOULD HELP IF A TROLLEY ROUTE WOULD BE ADDED TO RUN DOWN FRIO STREET & DURANGO.BRING THE YELLOW ROUTE BACK!!! PLEASE	78210
437	Have better connecting time points.	78210
438	I would like to reiterate the importance of bus frequency and reliability. I was excited to see Primo come on line with it's every-10-minute frequency. But that has not been the case at all (waits of 20 minutes or more), particularly when it comes to Downtown service. I know there are other lines that can be taken to get around Downtown, so until Primo is	78210

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
	more reliable, perhaps you need better marketing of the lines that will get one around Downtown.	
439	Corridors should have more than one type of public transit (bike, bus, or rail). Cities like Chicago have been able to accommodate bikes and buses on narrow city streets along with cars and sidewalks.	78210
440	VIA has been promising for 5 (five) years that transit center would be built at Brooks City Base. Excuses after excuses. If you bisect this city with a line on the map diagonally from Randolph park & Ride to Madla. exactly dividing this city in HALF..what you see is a disgrace.. EVERY park and ride and transit center is located north or to the left of that line. VIA is not and has not provided ANYTHING to the people of south, southeast or east San Antonio EVER.And apparently has no intention to do so. To neglect half this city year after year is obscene. This half of the city pays sales tax too..which funds you people along with Federal grants.ALL tax dollars. To make improvements to far flung unincorporated areas of the county while ignoring one half of this city proper is criminal. Been going on for 40 years. All your tax money should be terminated and VIA made to sustain itself or just go the hell away. Fuck VIA.	78210
441	Just to change via bus to allow me to choose to only use vans and cars. I put why in my answer to the last question. Thanks	78210
442	Please don't neglect the Southeast side when planning.	78210
443	Honestly since moving here 3 years ago I have absolutely no trust in VIA to do anything right and will probably avoid their services at all costs.	78210
444	Link mass transit to regional air issues. Also, offering free rides for students would increase riders, aid financially to inner city kids, and decrease obesity. please consider historical inequity in planning and amenities as in funding for auto culture to suburbs v. improvements to inner city.	78210
445	Bus schedules need to be reliable. Almost everyone i know has had some sort of horrible experience with VIA in which they've waited 30+ minutes for a bus that wasn't supposed to take so long to get there. It's crazy town.	78210
446	I would like to see more frequent service with fewer transfers. Often it is hard to make connections when buses do not show up on time or not at all and I arrive late. I don't have a smart phone so there is no way to check on my bus connections.	78210
447	Please focus transit on the needs of citizens, not tourists! Also, when can we talk about parking in Southtown???	78210
448	Don't forget the southeast side of town when planning for future transit.	78210
449	More services for older population that no longer drive.	78210
450	pleas bring back the 87 and the 8a skip stop. PLEASE! this will do so much good. You don't need to get extravagant just simply put those buses back. Thank you.	78210
451	Need to shift more options to non-car transit in SA; Bike, walk, Transit. Also, why would you encourage text messaging???	78210
452	be on time	78210
453	have viatrans go where the buses go	78209
454	PLEASE EXPAND LATE NIGHT SERVICE ON WEEKENDS. PLEASE ADD RAIL	78209
455	Late night service would help solve some issues in regards to safety. Some people on later shifts are forced to walk and the city has no central night time destination such as 6th	78209

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
	street in Austin so DWI's are worse as San Antonio is spread out. Austin offers late night service to and from the UT campus which has helped student safety.	
456	Opinion of toll roads. General public money spending priorities (public transport vs public education vs law enforcement vs emergency services vs public hospital/health services vs etc.). Experience with finding and using information related to utilization of public transport. Opinion of public transport services related issues such as safety and sanitary/clean conditions and equipment. Methods to improve public transport operational convenience – takes too long to get somewhere on the bus.	78209
457	Park n ride works well for those outside 410, but for those of us inside the loops, there's no direct way to get to events at the AT&T center or Hemisfair without a bus change or longish walk.	78209
458	How are you going to make regular bus service available to those who can't cross major arteries for pickup for fear of being hit by traffic. Via Trans is an unacceptable option.	78209
459	How about partnerships that go beyond the immediate counties, like transportation to TSU and UT?	78209
460	I'm an advocate for VIA but more than half the time I organize friends to join me there is a major hiccup. Very poor indications of where stops actually are on marketing materials, a late bus or unexpected change. Operationally needs to be a tighter ship to get more widespread buy in.	78209
461	dedicated bus lanes should be looked at as an option in place of rail service.	78209
462	Regarding your commute to work, is a VIA bus stop within 5 blocks walking distance from your house? Answer: yes but it takes several transfers /a long commute to get to work. It vs. only 20 minutes by car, walking from an expensive parking garage to my final destination. Assuming you can travel to a commuter parking lot, what would be your preferred method of public transportation? Answer: Light rail / subway.	78209
463	Question 4 or 5, My answer. I would be for a transit system (bus, shuttle that operates in designated lane) that gets people from the airport to downtown. Then from there it could grow to travel from 1604 to 1604 across the city, north, and south with several stops to accommodate residents and tourists. Then again if it is fully used, grow it again. Question 6, My Answer. I would ride a bike, as a means of transportation, if the city provided barriers and space to protect me from cars. I haven't ridden a bike on the street since a car got Way to close to me. Now I limit my ride to the greenbelts. If the greenbelts were connected by barrier protected street lanes then I think a lot more people would use bikes. That alone would help the traffic. Question 8, My answer. Transguide cost a fortune and is outdated so please don't have the city try to provide this service. Then new cars provide this service. Google maps provide traffic information. Everyone has a cell phone that provides this information. City cannot keep up with changing technology like these HUGE TECH COMPANIES. So, CITY STAY OUT OF THIS!	78209
464	This may be entirely a personal opinion, but VIA has a perception problem. Most of my peers and I think that the buses themselves are dirty and that the routes aren't convenient or that they aren't frequent enough to make via a viable public transportation option. Strangely enough, I use public transportation very frequently when I travel – subway, bus and ride share. In San Antonio, though, it seems like the worst of my options. If I don't want to drive, or need to get a ride, I use Uber.	78209
465	I would use the service if it was faster and easier. Light rail is crucial for the future. the only way you will get car commuters to really make a shift to using public transit is with a light rail option. With the project growth in population by 2040-rail will be needed to move residents around the city most efficiently. It will also completely change the San Antonio	78209

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
	landscape with T.O.D.-just look at Dallas. I also think the Lone Star Rail is crucial for the future of our region and people.	
466	Downtown – City County-CPS Approval Dist. Courts	78209
467	Stop these bus drivers don't make any sense to me how VIA says to be at a stop 5 minutes early and bus driver is 10 to 15 minutes late!	78209
468	Safety and comfort of children in transportation.	78209
469	Lights in service stop shelters and clocks at service stops	78209
470	Multimodal transit is key to future growth in region. Largest city not to have options other than buses.	78209
471	Expand the Long range road project up to near San Marcos.	78207
472	Why can't the rider make comments on the good and bad drivers	78207
473	Two things one these transfers are to much of a hassle especially when trying to get a new one and you should charge these damn wheelchair people more since they are taking up two chairs and not paying for those chairs	78207
474	fees need to be either adjusted or have some kind of rewards program to get more people to use merit public transportation use.	78207
475	Buses have to run every 15 minutes seven days a week in order for public transit to be the preferred mode of transportation for a significant portion of the population. I know of someone not hired for a job when the company learned that she had to use public transit.	78207
476	As a bus rider I like rather it, to be cheap than expense. Paying \$1.30 is to much money. Paying \$38.00 monthly pass is to much money. Paying a \$11.00 dollar, paying \$25.00 monthly pass is a real good range. Bus service been the same for past 25 years. keep it cheap.	78207
477	More buses more often	78207
478	The #79 @ 9:20pm always seems to be late and should have more buses go the same route. 79 at St. Mary's & travis	78207
479	Need more room for wheelchairs and disabled people.	78207
480	keep the buses clean and smelling good. Better customer service Better at keeping with schedules.	78207
481	Instead of a 7day pass should be 14 day pass. They need to really work on the buses waiting on the customer who are getting off other busses. They also need to retrain some of the drivers there are are some that are so rude.	78207
482	Run more often	78207
483	Quicker transportation; closer statins; better experience;	78207
484	Methods transportation "communicates" to audiences Put calendars on the bus	78207
485	more bus stops and nicer via staff	78207
486	expand bus lines to include off-route work places, such as new dollar general warehouse distribution center, toyota assembly plant, aeortek, etc. it would be more convenient!	78207
487	I just love to ride the VIA bus because the half of the bus drivers are just so nice to people!	78207
488	24 hour bus!	78207

	As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?	Zip
489	have bus operators that are friendly & courteous. not rude as most are.	78207
490	Install a change machine at Centro Plaza please!! Possibly 24/7 transportation.	78207
491	smokers section on the buses.	78207
492	Will there ever be transportation that travels to Bastrop on the weekends?	78205
493	Corridor are important – don't know all to form an opinion Race or ethnic origin? Why does this matter?	78205
494	Simple to the point and great questions asked. With understanding of light rail...Preparation... Look at unprepared Fiesta over population events so expect better and need for fluent bus routes across all san Antonio...TY	78205
495	I would like to improve public transit all over south texas and the hill country to service to downtown San Antonio	78204
496	It often takes me less time to walk somewhere then to take a bus because service is so erratic with buses on the same route piling up. Also, most buses don't directly where I'm going, so there are too many transfers. In January, I tried taking VIA buses to the Botanical Garden instead of driving. The trip took 1.5 hours. Unacceptable.	78204
497	may the fare in.25 cent increments as that is easier change to have.	78204
498	"entertainment routes" – southtown to Pearl. June can't get here soon enough so we are ready for that route. I wish there was a way to get from downtown to Nakoma area easily. I would much rather ride the bus, but don't have an hour and a half to spend each way to get to and from work. Have park and rides near transit terminals (like northstar) where I could drive part way and ride part way. P&R's are so far outside the City core, it makes it impractical for those living downtown to ride.	78204
499	As a VIA Employee and patron. I have depended/relied on public transportation most of my life. I sincerely feel we have a great transportation system in VIA as with any company/system there is always room for improvement. VIA pretty much goes everywhere in SA and with good careful planning I always arrive on time and have never had a bad experience with VIA. Thank you!	78204
500	Expand VIA Service to Randolph Air Force Base and Surrounding Areas!	78204
501	94-Be on time from university P & R and more frequent-both a.m. and p.m.	78204
502	no smoking at bus stops and at the door just before entering bus.	78204
503	Update or repair bus stops on the east side	78202
504	Bus routes through the city should be thought through at the scale of an average commute. A bike lane that is beautiful and well protected for a few blocks is more or less meaningless if it dumps you on to a street that is dangerous with little shoulder.	78202
505	PLEASE DO NOT FORGET THAT THE EASTSIDE AND PLEASE REMEMBER THAT ST PAULS SQUARE/SUNSET STATION/ALAMODOME ARE PART OF DOWNTOWN; IN FACT THIS AREA IS ONLY THREE BLOCKS FROM THE ENTRANCE TO THE NEW CONVENTION AND THE HOTELS AND RESTAURANTS IN THIS AREA ARE CLOSER TO THE CONVENTION CENTER THAN 90% OF ALL OTHER HOTELS/RESTAURANTS IN SAN ANTONIO. PLEASE CALL ME; I HAVE LIVED DOWNTOWN SINCE 1991 AND I HAVE MANY IDEAS ON HOW VIA CAN IMPROVE DOWNTOWN SERVICE AND SAVE MONEY AT THE SAME TIME. BENNIE BLANSETT, COLONEL, USAF(RETIRED) bennieblansett@att.net 210-363-7768	78202
506	You made the routes long. The bus don't drop the level down for the elderly. The bus driver should do it for all ages.	78202

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
507	Why isn't there a 24 hour bus (VIA) Service for the citizens of San Antonio.	78202
508	direct no stop buses from central SA to the outer regions for factory jobs & malls etc.	78202
509	I would like the price of the 31 day pass to go down to 30-35 dollars due to the fact that I am an 60yr black American female with limited finances (money)	78202
510	If you start something finish it. Primo has been a disappointment and caused more congestion in the Deco District Corridor between 1200 and 3200 blocks. The block infront of the HEB should not have 6 bus stops, 3 in each direction. Listen to the community and respond. Address the pop up tents of free cellular phones, the illegal phone booths at the stops, and step up and assist with cleaning the ROW around the stops. Primo stops should not have a negative impact on a community. If the goal is to increase ridership than please have a sidewalk component to link bus stops.....1/2 the Primo route on Fredericksburg does not have sidewalks.	78201
511	The only comment I have at the moment is on the frequency of bus service on some routes. An example being 96 – Vance Jackson on Sundays. I frequently go to the Walmart on Vance Jackson at I10 and find that the wait time for the bus to come back around is about an hour. Since it is a long wait, by the time the bus does comes around, there are so many passengers waiting to board and the buses are always very crowded.	78201
512	More information available at bus stops that are not Primo stations	78201
513	I think it would be vital to have the people making public transit decisions actually use public transportation for their jobs. This way, they will get an idea of how awful it can be and what steps could be taken to make it better.	78201
514	Annual pass (to address inequities as well as inefficiencies in current ticketing approaches. More circular routes connecting key greater downtown destinations as well as transit hubs. Including express services (on highways) to connect transit hubs on or near the 410 loop.	78201
515	1) More Direct Bus routes on Major Streets, Transfers available from Bus to Bus. 2) Light Rail intermodal in hub/spoke to major places. e.g Airport, Fiesta Tx, Sea World etc. 3) Stop sending all the buses downtown or zig zag through the neighborhoods turning short of a major street. 4) Buses should run direct major streets top to bottom and return. e.g., San Pedro full length, Basse full length. I should be able to get somewhere without being forced to go to a transit station to transfer.	78201
516	I do not like the idea of dedicated bus lanes. We all pay taxes and should be able to use the roadways equally. It does not make sense for traffic to backup while the dedicated bus lane remains idle. In Europe, pedestrians and bike riders share the sidewalk. Red bricks for bike riders, white pavers or cement for pedestrians. Bike riders have the right-of-way over all three modes of transportation, foot, bike and motor. Less maintenance in the form of maintaining street markings. Curb protects bicyclist and pedestrians alike. We can learn a thing or two from them. Check out Hamburg, Germany. I agree with light rail, however downtown should be a final destination and not a laundry list of additional routes. Downtown customers already have a variety of transportation methods to choose from. We do not need another mode of transportation to gum up street traffic in the downtown area. Taxis, Lyft, Uber, streetcars, buses, horse-drawn carriages, are but a few of options available to visitors and residents alike.	78201
517	My recommendation is this: Improve what we already have then build more. The via bus system needs to go more places and at decrease the time in between buses. Then, public will begin using.	78201
518	Transporting pets is important. There should be options for public transportation	78201

	As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?	Zip
519	Do not take out routes that are in older neighborhoods. There are a lot of senior citizens that rely on the buses to keep them mobile and independent. Making them walk blocks to catch a bus is just wrong	78201
520	I am a senior on a fixed income and rely on VIA – Why is the transfer amount 32 cents? Why not 30 cents? Please extend the reduced rate times for seniors to begin at 8 a.m. and end at 3 p.m. The weather is very humid and hot most of the time here, and early shopping, appointments are easier for us. The extension in times for reduced rates would allow for more time to do chores. For example: I live off Fredericksburg Road. I catch the 520, go to 2 transit malls, then arrive at HEB. My transfer is only good for 2 hours. By the time I am ready to catch another bus, the time has expired and I have to buy another 32 cent transfer. A total time of 4 hours is needed to get groceries for me. It should NOT take 4 hours to go get food! Please ask the drivers to stay parked until we are seated, as I have been jerked around and bruised by quick starts as driver "is behind schedule." And please erect shade over ALL but stops. Some only have a small metal "seat" which is unacceptable. Placing the benches further away from the noise, exhaust fumes and dirt of the road would be appreciated, too.	78201
521	Don't let the suburbs dictate what the inner core gets in terms of rapid transit. Also – car-to-go or zip car at strategic sites. We don't have that at all in San Antonio.	78201
522	It seems that we have focused a tremendous amount of funds toward highway expansion and improvements, but with the population growth, expanding highways is not the solution. The bus transit system is incredibly slow, and occasionally unpredictable. Bus service also adds to the existing congestion, stopping an entire lane of traffic at each stop. Moving vehicles and buses from already congested streets and highways must be part of the solution. Improving bike access is one solution, and so is the addition of light rail. Light rail removes traffic from congested streets and highways. Light rail would seem to have the ability to transport you longer distances, without the hassle of multiple bus transfers.	78201
523	We spent more time actually waiting for bus to come than we spend at store or wherever we go sometimes it can get frustrating but I would rather someone else, even though I have a car	78201
524	You all have good bus services. Thank you	78201
525	Please provide San Antonio and /or during the line up service with a 24 hours bus route service especially for those individuals who are employed with a rotating shift or who finishes their jobs late & have no other means of transportation home except on the public bus without having to wait until morning to get home on the bus & fall asleep waiting for their drop-off point but ends up missing it!! Also please provide a real police officer to secure the buses from the drunk & violent/homeless individuals!!	78201
526	Instead of a 7 day pass should be 14 day pass and they need to really work on the buses waiting on the customer who are getting off other buses and they also need to retrain some of the drivers there are some that are so rude.	78201
527	More frequent bus routes on the weekends and later hours.	78201
528	improve bus time	78201
529	more frequent, buses provided for areas, most frequently used. more information made available to patrons about bus routes more security inside buses for patrons to feel safer.	78201
530	increase bus frequency in areas outside o downtown. Focus on users not customer model.	78201
531	Weekend schedule: more user friendly with times	78201
532	No parking in bike lanes Mail outs of schedules to all SA residents of their area each year.	78201

	As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?	Zip
533	Something needs to changes about "The Primo" (#100). There are too many "Layovers" (esp the UTSA extension) It has become TOO SLOW and it frequently "Stalls out" AIR CONDITIONING is a MUST in San Antonio, Texas most days of the year – and ALL DAYS April thru November. NOPE – Life is to short no opinion	78201
534	Maybe adding crossing guards at many of the crossing locations all over SA. Especially downtown or near like Balcones Heights, medical center, to cross at appropriate legal locations encouraging them to eventually board bus at crossing locations.	78201
535	cleaner buses and transit stations	78201
536	Primo route expansion.	78201
537	yes, how bus drivers mistreat our older people	78201
538	Transportation options outside the City to and from the City. Many individuals work in the City but don't live in the City, to lessen traffic on City roads/highways consideration of making transportation options available to individuals living in neighboring cities. These options could also be viable to City citizens who work in neighboring cities, or wish to travel to neighboring cities on weekends.	78155
539	TV ads/shows need to be made to show people how easy it is to ride the nice new buses.	78154
540	Commuting into the city could be improved by creating parking lots outside of the city where someone could commute partially by car and then take the train/bus into the city. However, to do that, times would need to be greatly improved.	78147
541	Would definitely use public transportation, if it connected to New Braunfels, Tx.	78132
542	Although, I currently do not use the transit system, I would be interested if service was provided into New Braunfels into SA, and then depending on ease of bus transfers to my work destination... Also, the future growth will demand that more transit options be available – plus aging population and as I understand the "millenials" do not necessarily want to drive a car either... So, I thank VIA for taking initiative in planning for the future needs...	78130
543	Please extend express commuter service via bus or light rail up the IH-35 corridor to New Braunfels – thank you!	78130
544	Please keep us Comal/Guadalupe to Bexar City commuters in mind. I would LOVE to take the bus to work but I can't	78130
545	Make more park and ride areas available.	78121
546	VIA is doing a great job.	78121
547	Please add buses to Universal City, Live Oaks, and surrounding areas near or around Converse Tx	78109
548	Expand services to the northeast toward universal city and schertz.	78109
549	I think VIA has made good progress in begin more involved in the community over the past few years with initiatives like Dump the Pump & free transit for voters on Election Day. Overall, I have a positive image of VIA & wish I could use them more on the far NE side	78109
550	More bus routes.	78109
551	What about connecting with out laying cities such as Cibolo, Schertz, New Braunfels	78109
552	Announcements of issues and send out printed areas	78109
553	What about connecting with outlaying cites such as Cibolo, Schertz, and New Braunfels.	78109

	As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?	Zip
554	Bus drivers need to be more considerate of other drivers. They think the whole road is theirs and always have the right-of-way	78109
555	Announcement of issues & send out printed access	78109
556	Need to make service low cost and convenient to encourage people to use it	78108
557	I would like to have transportation to and from Cibola/San Antonio.	78108
558	bikes and late night buses please	78107
559	S.W. Military Dr (550-551 loop) needs more bus stop locations	78065
560	Why not bring it to Banderita County!! I want a bus that goes to Banderita (City) twice a day to San Antonio Hwy 16 & 1604 at least.	78063
561	Timeliness/reliability of services is paramount. Take as an example the German Bus System – buses always arrive within 1min of the posted times – the same is true in Austria, Switzerland, Nordic Countries and Spain. Find out how they do it and copy it.	78023
562	You need to focus on commuters and make bus transfers at a station rather than on downtown streets	78009
563	Bus service to surrounding communities.	78009
564	Having a park and ride on Hwy 90 and 1604.	78009
565	You need a Market/Mercado in N Central downtown, E of Broadway, S. of 35, N of Tobin Center w/ transportation to local points of interest (Zoo, UIW, Trinity, Mercado, Blue Star, South Flores, Downtown UTSA, major hotels, etc) to make for a vital downtown area.	78006
566	ELIMINATE VIA, LET PRIVATE INDUSTRY PROVIDE BUS	78006
567	¿En qué tipo de método de comunicación sobre incidentes en caminos principales usted confiaría más y cambiaría su ruta de viaje? Esa pregunta debe tener mas opciones de respuesta y no limitarla a una. *What kind of communication method do you rely on most for roadway incidents and would you change the travel route if needed? This question should have many options in answering and not be limited to one.	27232
568	hola my name is Luz Santiago y recorro en dos rutas principales 520, 100, 97, 96 es importante buen servicio a veces cuando voy un que hay gente con bebés de lo demás el servicio es excelente. *Hello my name is Luz Santiago and I travel on two main routes 520, 100, 97, 96. These routes provide excellent service even for people with babies.	7813
569	I would like to see route 530 back on route.	7810
570	We need a solution now even if its small progress. We cannot wait for something to happen in 2040. San Antonio is growing so fast and everyone forgets about the south, southeast, and west parts of town. We need bus service going out to 1604 in every sector of San Antonio.	
571	Strongly consider the ramifications of placing investment to serve people outside of San Antonio. I believe there should be a significant cost for this and while it does reduce VMT and get cars off the road, it also incentivizes increased suburban development in the future. Castroville will likely develop now into a fringe suburb of San Antonio due at least in part to VIA's park and ride location, which is a long-term disaster for the region. Also, in a similar fashion, please reduce the number of buses on highways. Our longterm goal is to reduce the existence of highways, and by frequenting them you only reinforce their existence, and increase the cost of their maintenance. The bill is paid by the taxpayers and it is an unfair loop. In addition, by utilizing the highways, to some degree you limit the success of infill development potential by bypassing it and prioritizing highways.	

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?	Zip
572 Yo vivo en Stone Oak y tengo que caminar 1 hora por tomar el autobus, me gustaria que lo hicieran mas larga la ruta por la Stone Oak Parkway (648). Gracias. Martha. *I live in Stone Oak and have to walk an hour to take the bus, I would like you to make the route longer through stone Oak Parkway (648). Thank you. Martha.	
573 no don't change any routes cause a lot of older don't know about computers and how you all change routes and not every one has a cell phone or educate on computer most of the people that ride the bus barely have money for fare; more less computers.	
574 get rid of older buses	
575 When you implement changes don't take decades to finish it	
576 Would like see VIA make changes to stops along WW White Road and Gembler. Disabled no wheelchair accessible no shelter If Driver would mind there on business and do the job the route would much faster	
577 Suggestion: When you add/delete buses at stops, please let your operators know of changes immediately so thy can give out correct info over telephone. Please update your transportation maps downtown or put a out of date sticker on current maps. It will help tourists.	
578 more bus stops	
579 Closer to home bus stops	
580 Develop major sectors, hwys across the city	
581 WE would like to have more input in what kind of engine, tran's etc. are being used in new buses in the future	
582 Transportation to other cities/counties, would be a major upgrade that would leave community satisfied.	
583 Line up buses to Randolph Park and Ride and surroundings community	
584 Suggestion: when you add/delete buses at stops, please let your operators know of changes immediately so they can give out correct info over telephone. Suggestion: Please update your transportation maps downtown or put a out of date stickers on current maps. It will help tourists.	
585 You need to put bathrooms in all VIA transit stops and Park & Ride	
586 please add a east west connector route	
587 As we continue to find was to better our bus system and make it more reliable; we should look into eliminating cash transactions on the bus, using cards that do not bend or crease; allow people to use credit/debit cards on bus, Coordinate traffic lights that allows traffic to move more freely especially downtown and heavily congested areas. Police bus stops more frequently to remind people not to smoke/drink, litter or loitering/sleeping at stops. Hold operators accountable who continue to leave early at EOL, run strong or put themselves out of service so they can get their schedule on time. Use safe driving Patrons should be informed when buses are running late.	
588 Connecting SA to New Braunfels and Austin Downtown and airport area in a way to reduce traffic on I-135 Continue enhancing bike paths...everyone loves them!	
589 Put more attention to the elder and children	
590 Low cost, more options for transit more vehicles, more advertising & meetings for public to ditch cars and rely on your services.	

	As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?	Zip
591	I think you should keep in mind about using hover trailers, buses, cars, bike, etc. Can you please put a Starbucks in a bus Update signs with lighting/lit signs	
592	I would like to smell a clean bus when I use the VIA.	
593	VIA needs to extend the bus route 509 to run on Sunday, which it does not at this time. This route covers a lot of area, and is the only one that travels on Hildebrand.	
594	More fiesta routes	
595	Please consider us (residents) that reside near St. Mary's University, we are in dire need of a VIA bus line on S.W. 36th Street, N.W. 36th St, Hillcrest from Crossroads Mall to Port San Antonio.	

Table C.2 Bus Rapid Transit Comments

	As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?	Zip
1	Think the future of San Antonio could really benefit from other rapid transit/light rail options that are available in other major cities like San Francisco and San Diego.	78228
2	Due to increase of population in San Antonio and areas around us, we need a fast Transit. The bus transportation will be outdated and the future is fast transit.	78207
3	I would like a fast public transit (that could use existing infrastructure) that focuses on contacting outer San Antonio areas to each other and downtown, for example contacting west side to east side of SA.	78230
4	If HOV lanes can not evolve to light rail right-of-way, then they are a dead end. Better to start securing dedicated right-of-way now.	78233
5	In Quito they had electric busses that got their power from over head electric lines that were over 1 lane. The electric bus could only use that lane. Diesel busses would also use that lane as needed at peak times. The lane stayed usable for everything.	78209
6	Just to have our wonderful city be as accessible through public transportation as other big metropolitan cities (I.e., DART).	78217
7	Would probably use a rapid transit between downtown and the AT&T Center for Spurs games.	78216
8	Update buses to Primo like Add a metro system	78210
9	Hybrid vehicles capable of using rail & streets	78204

Table C.3 Bicycle/Pedestrian Comments

	As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?	Zip
1	Sidewalk installation and improvements should be priority.	78261
2	I also bike a lot and I would like to say the amount of debris in the bicycle lanes causes me to prefer taking up a full vehicle lane rather than getting a flat tire. All of the road trash goes to the bike lane. It would be great if they were cleaned more often	78261
3	The question about bikes and bike routes was fixed. That was the only 'please prioritize' questions that didn't work.	78260
4	Bike lanes can reduce traffic and light rail between cities can help the city grow smart!	78258
5	I do not support on street bike lanes as I do not see them providing good value, nor do they provide a safe alternative to off-street bike paths. If we are looking at 2040, we should be considering a new regional airport. We should also more seriously consider rail, but we need to convince the public it is something they should invest in for us to carry such a rail plan forward. Dallas' rail system is growing and expanding. Houston's rail system seems to be bogged down due to the high cost of rail. We should not ignore the potential impacts of the autonomous car on our road network, while some positives are expected, it will also likely increase the VMT on our street network as autonomous vehicles will likely induce new trips.	78258
6	Allowing bicycles to share pavement with motor vehicles is absolutely insane.	78258
7	The Greenway Trail and Mission Reach have been great improvement to the city's walking and biking infrastructure. The city could greatly improve it bike friendliness by making bike lanes that connect these trails to downtown (if the Creek Trails are the wheel with downtown at the hub, there should be at least 4 spokes).	78255
8	Every other major city in the world has found ways to traverse via bicycle or light rail. If there were more bike paths that didn't risk contact with vehicles I would ride far more often.	78254
9	My preferred mode is biking. My route to work is segmented, in that I cannot take dedicated bike lanes/trails all the way to work. This means that I sacrifice safety in a huge way to make the commitment to bike. Major destinations such as JBSA-Lackland where I work should have bike access. If you look at Google Maps around Lackland with bike routes highlighted, you'll see it's very isolated from bike routes.	78254
10	Offer rental bikes in the far NW side of town like 1604/Potranco areas in parks	78253
11	Please improve bike infrastructure	78253
12	Make all main roads leading to down town from the outer of the city bike lane friendly. Also finish connecting all the creeks with bike and pedestrian access.	78251
13	The steps that are taken for future transportation needs to also have clean air in mind. Safe bike lanes and educating the public about bike lanes would assist in people using safe bike lanes for short errands. I lived in California for 10 years and the freeways were never wide enough with the population increase every year. The freeways we have now in San Antonio are too small. Highway 151 has seen many accidents and deaths do to its crowded lanes and it was completed in 2004. Plan way ahead for future generations, but do so smartly so we/they live and commute in a clean and safe environment.	78251
14	Bike lanes is a big concern for me. As the right-of-way gets busier and busier, how can we take space for bicycles? I think that having bicycles on the streets is a big potential for accidents and even fatalities. Please keep bikes on trails, parks, and away from traffic because all the considerations for their safety add to the chaotic traffic. What percentage of the population uses bikes as a means of transport, perhaps less than 1%... and we are investing a lot of funds and taking space out of our streets to accommodate few individuals that are risking their lives. All of us deserve better, bicyclists with safe and nice trails and	78251

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
	parks, and drivers operating on streets that do not have an additional moving hazard (a person on a bicycle).	
15	I think there should be bike only roads connecting all sides of town. More people would commute and keep less cars on the road. It would also promote good health. There are more people that would be active and diabetes would go down.	78251
16	Maybe making those bike rentals more available throughout the city. More neighborhood parks with trails.	78251
17	Bike lanes and cyclist safety	78251
18	We need better bike trails!!!!	78250
19	Our occupation, working overnight(3a.m.) walking, even riding a bike is still not safe with low lighting in the area. On sight watchers for a bike path would be ideal	78250
20	Do not forget about westover hills employment center. Also greenways should be developed and/or rebranded as bike highways. Major streets off trailheads need better bike access with lanes and sidewalks for that to work.	78249
21	Encourage and accommodate cycling.	78249
22	All road should have wide enough shoulders so that cyclist don't have ride in the rode. The shoulders have to be clean or they don't help.	78249
23	Any type of bike lanes would be good & then other bus,train service. Another consideration having bus service between major malls at holidays. I like the bus service at fiesta.	78249
24	I have used my bicycle to travel into town around 4:30 (14 miles) in the morning. I travel from 1604 and Bandera area. In light of MV Ped/bicycle fatality accidents – that makes me hesitate. Additionally, traveling home using the same routes is very scary. I currently consider riding in and Busing out. Safety is the driving factor. Safe bike lanes from major veins going in and out of town and to other locations is important to me. I am fairly athletic and would utilize biking into work versus running on a treadmill before work. Since I work out daily, it would be a more efficient use of my time/money.	78249
25	Should be thinking about encouraging bike use as well.	78249
26	There is little information on how to get on bike paths. Bike paths have no signaling.	78248
27	– crosswalks, pedestrian safety and facilities (sidewalk width, buffered sidewalk, bus stop amenities) – location about where do I want to go – access for all ages and abilities (disability access issues, services for seniors) – travel speeds – preferred street design (cross sections)	78247
28	Busses and light rail are expensive and encourage inactivity, we should model ourselves after European countries that focus on walking and biking routes. I read Oslo Germany will implement a plan to remove all vehicles from the city in the next ten years. we can not build our way to healthier community. We MUST encourage more physical activity in our communities and provide safe avenues for recreation and transportation.	78247
29	Need strong enforcement and harsh penalties for accidents involving motorists and cyclists/pedestrians. Drivers speed and text and do not see riders and runners and also aim their vehicle at us intentionally. Laws need to be put into place in addition to making protected lanes or the lanes are for naught as we can still be killed and they literally get away with murder.	78247
30	Bike lanes from neighborhoods to greenbelt trails anddedicated bike routes across town longer hours on greenbelt trails so they can be used for commuting. More sidewalks	78247

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
31	There should be a better means of communicating the rights of cyclists. MANY people in San Antonio have the misconception that cyclists should be on the sidewalk and they are not given the same consideration of a motorized vehicle.	78247
32	I would like to see safe bike path/trail from airport areas to Pearl and downtown. There's also a section on Starcrest, between Budding and Wurzbach Pkway where there is no sidewalk nor bike lane, which prevents me from accessing Salado Creek greenway from my neighborhood safely. I'd like for there to be a bike friendly path so I can access the greenway without risking getting ran over. Idk if there's any plans for putting sidewalk/bike lane there yet.	78247
33	The Premise for this survey is how to handle the increasing traffic flow and future growth. A few divergent points need to be made – "Bicycling" is normally not for transportation in San Antonio, it is for recreation and exercise. As a retired state trooper, I can tell you that they constantly disobey traffic laws on the street, and get upset if they are pulled over for running a stop sign or jay walking or crossing without a "walk.. It isn't like the couriers of New York and will not be within the scope of these improvements. So bicycles should not be a major concern when allocating limited pavement which will reduce commerce for "exercise." You are talking about subtracting a lane of traffic or side parking for 0.000000001% of all commerce in San Antonio. That said, Bicycles are a nice way to enjoy the city. And the Washington D.C model of Bike share should be explored. But the down town city streets are already too crowded for bike lanes unless one believes bus lanes should double as bike lanes. I love the idea of the bike lane on the sidewalk and have seen it successfully employed in other tourist cities. As for busses.. I do not use them very often for commuting in San Antonio, but do so when I travel to other cities which is several times a year. The Via special events is extremely well run and I PREFER it to driving. I would like to see busses more directly going from the airport to the downtown nexus. HOV/Toll roads. I am not opposed to these on and political theory and I use them all the time in Houston, Austin and Dallas and have observed the effectiveness varies greatly. because of the traffic flow disruption on entry and exit, you are slowing the primary lanes a bit and leaving a lot of extra space (unused flow) in the HOV lane. In my experience, the existence of an HOV lane has little to do with the motivation for using it. People rarely PLAN to carpool just so they can use HOV. But if they qualify with 2 or more through whatever decision-making process, then "bonus," they will certainly take advantage of the lower traffic rate. However OVERALL traffic would flow faster if HOV lanes did not exist. Frankly, toll roads, which are saturated in Houston to the point of almost not being worth the money are still a smarter choice than HOV. you don't reward someone for just happening to be "green" through coincidence and you let people pay a little extra to get a place more efficiently whenever they decide they need to do so. That creates an income stream HOV does not.	78247
34	I moved from California a year ago where I owned a bike a no car. I can't do that here. I hate it. Please add more bus and bike lanes in Northwest side. thanks	78247
35	The Lackland AFB area gets ignored. There are lots of cyclists in the area. We would like to ride our bikes to and from Lackland AFB, but riding 90, 410, and 1604 is deadly, but I have seen a couple of people ride them. Safe bike lanes are needed in our fast-growing area!	78245
36	I along with a lot of cyclists would like to see an emphasis on dedicated bike roads. Other countries have them and actually get a return on their investment where as roads that are driven on cost money every year cause the cars deteriorate the roads.	78245
37	Bike lanes are a joke. Bicyclist still ride in the street many times in the left hand lane. For the most part the lanes you have put in around the S. Flores and arsenal St. area are the HEB headquarters do nothing more that take up street and make it harder to drive.	78245
38	I love the Leon Creek Greenway; however, the marked bike lanes on city streets are difficult (sparse, blocked by parked cars, and too close to crazy drivers that do not expect to see bike	78245

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
	riders on the road). If there were a way to get downtown on greenway trails similar to Leon Creek, I would bike to work every day.	
39	SA is still young and light rail and bike paths would be ideal problem solvers and boost resident morale in addition to great and healthy alternatives to driving cars. Traffic will only get worse and it takes too long accidents to get cleaned up so alternate transportation is needed badly. Also, if a rail could connect Austin to SA with multiple park and rides, like Providence to Boston, I think people would use it. I would. Thank you for your vision!	78245
40	Just focus on something, please. Want to make this a biking city? cool. Want to create a safe, comfortable, and quick bus service? Awesome. Light rail? Yes please! but just pick one and do it.	78240
41	I don't think it should be legal to park in bike lanes. When I biked to the Primo station, there were always cars in the bike lanes on the way there. It forced me to cut in and out of traffic. It was actually worse (less safe) than having no bike lane at all. Don't let people park in bike lanes, and if they're not allowed to, post lots of signs and enforce/fine the dickens out of them.	78240
42	If, we build more bike lanes; some thought needs to be put into training the bikers; a lot of the problems are they ride like they drive and we all know bikes will lose to a auto; no matter who is in the right.	78240
43	San Antonio is still a hostile environment for bicyclists. I used to commute once a week via bike but stopped because of unsafe motorists. Sharing the road needs to be a more important part of driver education.	78240
44	Pedestrian crosswalks should NOT have a push button unless it is to stop all traffic like the intersection of Wurzbach and Merton Minter. Otherwise, the crossing light should ALWAYS show when appropriate.	78240
45	there should be an option for non of the above if all the options seem ridiculous and missing target for the priority for where the money should spend. Like adding a bike lane to the already narrow and congested street. People can go ride bike in a park if the public transportation is provided adequately.	78240
46	bike Lanes – Get them out of traffic lanes.	78240
47	Place at least a low profile barrier between vehicles and bicycles.	78239
48	I often wonder why we spend money on bike lanes. I feel like they are useless in some areas of town. Maybe they are only needed in some areas Downtown and trendy areas seem to use them more form what I have seen.	78238
49	More room for bikes	78235
50	Provide more sidewalks on both sides of streets to encourage pedestrian traffic and more crosswalks.	78233
51	bike lanes rail system to Austin	78233
52	More of a comment. Different cycling facilities are needed on different roads. A one size does not fit all cyclists.	78232
53	I just returned from San Diego where I rode my bike daily for 3 weeks and if I needed to get on the Trolley with my bike I could. We rode daily 50 mile urban rides and never experienced vehicular issues, even in 8 am traffic. If SA is to progress we need to use other cities as models for our changes. The B Bike project will work in our favor in both tourism and Commuting. So glad we are working on solving transportation issues now instead of, like Austin, waiting until the population has already doubled.	78232

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?			Zip
54	Please remember to address the walkability of streets where postal boxes block the sidewalks every few feet.		78232
55	add more bike lanes		78232
56	Please consider adding more bike racks on regular VIA routes as well. I love the great drivers and I regularly commuted downtown before I retired.		78231
57	More bicycle friendly lanes		78231
58	Cities and regions should be designed for human beings, not motorized vehicles. Keep in mind pedestrians, runners, and bicyclists.		78231
59	Bicycles and roads/streets are a lethal mix!		78230
60	San Antonio has the beginnings of a great system of greenways but they are focused primarily on recreation not transportation. The city seems to be totally ignoring this means to relieve crowded roads, reduce pollution, provide low cost transportation and improve the health of San Antonians. I know many people who would ride their bicycles to work if a safe path were available. Please take a lesson from the Denver and Boulder, Colorado areas when finalizing our great city's transportation plan. Please also consider the RailstoTrails.org model. Thank you for your efforts.		78230
61	Must increase bike lanes and safety		78230
62	It's not really within VIA's pure view but restructuring neighborhoods & area to encourage pedestrian & bicycling w/in a local area. A complete re-vamp of bus routes should be considered right now large area of town need multiple transfers to go downtown or other popular destinations		78230
63	Current land use heavily supports personal auto mobility at the great expense of walking, biking, or mass transit, whereas the latter are synergistic. Our built environment makes walking, biking and transit feel like a punishment.		78229
64	Please keep in mind that the culture of San Antonio is not fitness or public oriented no matter what the public officials like to think. Accommodating cyclists is for a small minority of citizens of San Antonio and is restricted to regions of the City, not the City at large. So much money is being put towards mass transit, bike lanes, pedestrian facilities and most people will stick with their private vehicle. It is the culture of the City. Try to keep that in mind and stop wasting precious resources on initiatives that will eventually fail because of where you are.		78229
65	Encourage more and more people to take walk, bike, and use public transportation as it will alleviate traffic, decrease accidents, and help preserve the environment. At the same time offering more dependable and efficient service will go a long way. Not to mention how it will promote both community building and healthier lifestyle.		78229
66	PEOPLE IN SAN ANTONIO SELDOM (IF EVER) USE THE BIKE LANES THAT ARE IN PLACE NOW. ADDING MORE WOULD NOT SOLVE ANYTHING.		78229
67	While you ask about sidewalks with disability access, why isn't the city even just paving simple sidewalks where they are needed? There were sidewalk ramps installed in my neighborhood that have NO function because they don't connect to any sidewalks. Don't expect that people who have a choice on what kind of transportation to use, will use public transportation if they can't safely use it. Set aside a few million dollars for something simple like this, and all those other plans will be better for it. I have yet to visit a European city that didn't pay just as much attention to their sidewalks as they did their bus and mass transit options.		78229
68	More bike safe lanes		78228

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
69	Keep in mind that persons living in subdivisions such as ours may not be able to walk to convenient bus stops.	78228
70	On Broadway by the Children's Museum, the bike riders are using car lanes because there are no bike lanes. This really slows down traffic and makes it hazardous for all involved. Please consider bike lanes for those riders. Thank you	78228
71	Please educate pedestrians on how to properly cross streets, how to read signs.	78226
72	Yes, more and better signage, more designated bike lanes, bring back the bus route along Cupples Road to Las Palmas, Castroville Road! Many seniors used this bus route to shop at Las Palmas HEB! Don't understand why that route was eliminated?	78226
73	I fully avoid any and all depictions that intentionally evoke 1 cause to effect.	78223
74	monorail bike friendly city	78221
75	more bike racks on the buses instead of the current bike racks that can only transport two bicycles at a time	78219
76	Bicycle activity should be made more prevalent. Mass roadways or HOV only creates more impermeable ground. If you build a community for bikes people will follow and San Antonio has such blessed weather for it.	78217
77	Connectivity of bike lanes	78216
78	I'm a weekend recreational bicyclist, normally ride 3000 miles a year. I would ride my bicycle to work, but there's no bicycle parking at the Bank of America building. We need safe bicycle commuting routes and a secure place to park bicycles downtown. A transportation plan needs to offer other methods for people to get around the metro area. We can't just build more roads and bus lanes. Take a look at the Katy Freeway in Houston and see what building more roads does for a transportation solution.	78216
79	This is a dumb survey. IE: the type of bike lane would should vary depending on the road size and traffic considerations. One size doesn't fit all.	78216
80	Focus on improving and expanding dedicated bike lanes, driver awareness of the law regarding giving bikes space and other initiatives to increase safety for cyclists.	78216
81	Current bike lanes are dangerous both to riders and vehicles. Very hard to understand, confuses drivers, bike lanes with curbing is dangerous. Damaged my vehicle to the tune of over \$1,000 due to a bike lane installed and left unmarked. Hurt my neck, sprained my arm and city said "sorry we are not responsible." Within 30 days bike lane was removed and rebuilt several months later. Do not trust city planning.	78216
82	The bus only holds 2 bikes.. That can be a problem.	78215
83	To the extent possible connect pedestrian and or bike lanes throughout the city to increase ease of use and community health.	78215
84	Separated Bike Lanes are essential for people to truly feel safe on their bicycles in the city. Green Lanes, Medians strips and more planting to make our city streets more pedestrian and bicycle friendly PLEASE!!!	78215
85	Bike riders need to follow the rules too. – Be Efficient -Don't run buses that are almost empty -Do a rail line around the perimeter of downtown San Antonio... Not down Commerce or Houston St.	78214
86	We would love to bike to work and school but it's not safe enough.	78213
87	I would like to see better connectivity buses and bikes. When I rode the bus, I had a bicycle, but it was difficult to combine the flexibility that the bike provided me with the bus routes that	78213

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
	were available. I wish there were some evenly spaced super fast bus routes that I could ride my bike to. Most of the time, it was faster for me to ride my bike home then to wait for a bus, and the buses had too many stops and were very slow.	
88	Bike lanes are needed throughout the City, not just downtown.	78213
89	Remember pedestrians and bike riders.. City is becoming more healthy and we need more spake for these folks.	78213
90	Land development (density, walkability) is the key to better transportation in San Antonio. Freeway expansion will not reduce travel times and ventricular travel.	78213
91	More traffic calming & protected bike lanes. Less on-street parking!	78212
92	Please incorporate B-Cycle hubs and tool stations as well as Emergency Response Hubs for communication.	78212
93	Many people are afraid to bicycle on city streets. I am not. I bike over 4000 miles a year mostly on city streets. I have been hit by cars on four occasions. I think an education program for bicyclists and motorist would be very helpful. Another suggestion is to enforce the traffic laws for both bicyclists and drivers. Most people do not signal lane changes or turns. Every one runs yellow lights and many run red lights. I think that the city should allow bikers to roll through stop signs but give tickets for running red lights. One of my main safety concerns on a bicycle is approaching an intersection where the light has turned yellow. I know that on a bike I will not be able to clear the intersection before the light turns red but I also know that most drivers behind me speed up to beat the red. So how safe is it for me to stop? But really I am more afraid of dogs than cars. My worst crash was caused by a dog running in front of my bike. I have scars on my calf from being bitten by a mastiff at 22mph. So maybe you could get more people on bicycles if there was an increased budget for animal control.	78212
94	San Antonio is HORRIBLE regarding bike mobility. There are numerous times where someone is riding in a MARKED BIKE LANE and a vehicle nearly hits them to go around someone else. Bike education for all drivers needs to be improved. Bike Routes that have the ability for a dedicated bike lane MUST be completed (for example, Mistletoe between McCullough and St. Mary's Street is a bike route, has the space for a bike lane, and does not have one, instead making bicycles ride in and out of traffic around parked cars). Another issue is the walk-ability of older neighborhoods. Lots of neighborhoods with no sidewalks for safely moving around the neighborhood. However, Monte Vista gets pretty little ROUNDABOUT SIDEWALKS to slow pedestrian traffic to ensure safety. I'd rather see sidewalks put into neighborhoods like Tobin Hill, where business crosses with residential. Too many elderly folks walking to and from stores, nearly being hit because they are forced to walk in traffic. Finally, neighborhood speed limits need to be reduced. 30 miles per hour on a residential street (not a main artery in and out of a neighborhood) is too fast. Too many near misses with children, school buses, and bicycles.	78212
95	Keep San Antonio safe and bike friendly	78212
96	Would love to help with ideas about connecting bikeways that are safe and easy to follow or with a better bus system. caryebye@gmail.com I am without a car and moved here from Portland.	78212
97	Inner city connectivity, b-cycle in key urban areas-N. Main Ave	78212
98	Please add better road painted lanes for bikes, especially the B-cycle routes. consider adding bicycle specific street lights to let cyclists safely navigate busy intersections.	78212
99	Increase awareness of bike lanes with drivers in vehicles. Many don't know about the 3 ft. rule.	78212

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
100	Stops lights for bike lanes	78212
101	Please please please make a barrier between cars and bikes. It is so scary riding a bike because cars are typically impatient and zoom close to the bike – a barrier would eliminate this. Also – the street is not painted often enough in several parts of town. Most of the time it isn't a huge deal, but a designation of lanes/parking areas/ stop lines would be helpful.	78210
102	I would much rather bike than take a bus, but longer trips are really challenging because of all of the disconnects in bike lanes. I think that should be a higher priority than HOV lanes. Really, is that going to help at all? Maybe a little bit in a couple of places.	78210
103	I think we not only need to improve bicycle lanes that are preexisting, but we need to have more bicycle lanes throughout San Antonio. Myself and many people I know would be willing to commute by bike if the streets were more safe, especially in regions outside of the downtown area. Cyclists do not need much space either, it's just a matter of incorporating protected bicycle lanes into our city roads. Thank you for listening.	78210
104	I feel there should be more importance put on cycling an how to store bicycles throughout the city.	78210
105	We should make it easier for people to go about their day on foot (as well as bike). Connect more residential areas with work and commerce.	78210
106	I would like to see more bike lanes. In particular, a bike lane down Broadway.	78210
107	More and better sidewalks on the West/East side	78210
108	Educating drivers & bikers(cyclists) about bike laws.	78210
109	Emphasize bicycle lanes. A bike lane shouldn't just end into a busy street that has no bike facilities. ALL new/rebuilt streets should have bike lanes and sidewalks.	78209
110	I would bike to many areas if I could but as it is now, most of the bike lanes are useless. A faded white stripe doesn't deter cars.	78209
111	You brought bike friendly roads up but I want to express its importance to me. Children should be able to ride their bikes to school safely. Everybody should be able to ride to work/grocery etc without the fear of being hit by a car.	78209
112	Bike lanes should be a priority.	78209
113	Your question on which type of bike lanes do I prefer is confusing. This will obviously depend upon the available right-of-way and budget. This question is should be rephrased and given again. Give the planning department more power over development services, follow the plans that are in place and quit diluting the plans to satisfy bad development.	78209
114	There seems to be a bias towards HOV lanes and rapid rail built into this survey and the dialogue in general. I believe we need to take a step back and look at the issue with a new emphasis on creating walkable neighborhood's with the amenities necessary to reduce transportation needs.	78209
115	The best bike like system I have ever used is the Berkeley CA Bike Boulevard system. https://en.wikipedia.org/wiki/Bicycle_boulevard Moving bikes onto protected side streets is good for everyone, bikes, cars and people on the Boulevard who get reduced car traffied. For example rather than reducing lanes on Broadway turn Avenue into a bike Boulevard.	78209
116	Cycling is an excellent form of transportation and needs to be prioritized by making it safer for those who ride. As an avid cyclist, I hear from many people who would like to cycle more often for transportation but feel too uneasy doing so. More bike lanes and more enforcement of aggressive driving laws would help along with greater rates of prosecution for motorists	78209

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
	that kill cyclist due to inattentive driving. The statement "I didn't see him or her" should not be an acceptable defense for killing someone safely operating a bicycle on a roadway.	
117	moving forward it seems wise to consider creating areas within the city that are more conducive to walking and easily accessible using public transit – as it stands now; access to parks, green spaces, outdoor activities, etc. is extremely limited ie- must have a car – with the notable, and welcome exception of the ongoing riverwalk extension & connections (mission reach, pearl, salado, etc) will be amazing once all connected and able to walk/ride without exiting to high traffic areas -	78209
118	I would like to see money go towards educating my fellow roadway-users that streets are legally multimodal. The automobile is not the supreme overlord of all paved surfaces. Let's share, people.	78209
119	On N. New Braunfels Avenue, in the stretch south of Austin Hwy, the bike lane is often blocked by bushes and other growth from adjacent properties that is not trimmed back. Please send code enforcement to this region to ask property owners to trim back the overgrowth. Thank you.	78209
120	I would appreciate the city being more friendly to pedestrian and bicycle traffic. Both are far preferable to me than either a car or public transportation, however, neither are truly feasible under the current city configuration. Such a shame as the city may be even more marketable with the addition of safe, convenient, and aesthetic options for pedestrians and cyclists.	78209
121	Please look at other bike friendly cities like Portland or Amsterdam to get good ideas for moving forward.	78209
122	I can't understand why you guys are pushing HOV lanes my experience in Harris County at peak time they seem to be unused. Bike lanes – I think bike have taken over the progress for the future. These people in their skin tight uniforms, pointed helmets, and shining bikes want bike lanes built so they can ride 20+ miles without stopping. There are not people riding to work. Also I think about the demographics of this area and the country as a whole. I am not riding a bike to church.	78209
123	Regarding traffic signals – provide time for pedestrians to cross before light turns green for vehicles. This method is used downtown, Estates Park and appears to be safer for pedestrians.	78208
124	Central SA Has enjoyable Bike lanes/space. The Greenbelt system is GREAT! Biking to the northwest could use some help, for example I couldn't bike to Vance Jackson/410 area. Mission Trail is GREAT TOO!	78208
125	All buses should be easily accessible and accomodate bikes -	78207
126	help out the bicyclist!!	78207
127	Make downtown more walkable and bike-able. San Antonio should be the most bikeable city in the US: warm, flat, so much to see, but it's not. If you think the current bike lanes are useful, actually try riding around on a bike in this city compared to other cities with bike lanes. These bike lanes downtown (southtown) go nowhere or are more dangerous than riding in the street. Seriously. I ride a bike 95% of the time, and others would too, if they felt protected.	78205
128	Traffic lights that help control traffic in an out of City garages where it's difficult to get onto the street due to traffic patterns. There are lots of areas that are not pedestrian or car navigation friendly due to City Parking garages (downtown) not being taken into account when putting in new traffic signals and crosswalks. A lot of traffic jams downtown and unsafe situations could be improved greatly if this was paid much more attention. I am thinking of garages such as the ones by the Convention Center and the Central Library primarily. Thanks for listening!	78205
129	Instead of putting the official bike lanes on only the most dangerous and heavily trafficked roads (Commerce, Broadway, etc.), PLEASE explore designating nearby and parallel routes as official	78204

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
	bike lanes, with signage and painted lanes. The more the city encourages people to ride only on those dangerous streets, the more accidents there will be.	
130	Bike routes needed that allow safe transitions from central city across 410 and 1604	78203
131	Be mindful of: Where bike lanes are placed, especially around the Dome, the center, small parks downtown and ongoing events. Vistors from the east coast, Europe, etc have more forward thinking in terms of transportation...we need to catch up to be competitive. thank you.	78203
132	Would like to suggest that bike riders ride against the traffic. This would provide a wide scope of traffic, I feel this would decrease fatalities.	78202
133	I would make the bike lane way better with a wall of concrete	78202
134	Better, improved, top-of-the-line bicycle infrastructure is desperately needed across the entirety of San Antonio, which will contribute to better health and commerce.	78201
135	Better education for mixed use roadways – i.e., more outreach to bicyclists AND drivers, signage about passing zones, sharing the road signs, more visible/public initiative about cycling options, billboards, other ads to increase awareness	78201
136	We need an integrated, comprehensive plan that local govt and VIAcommit to for the long-term benefit of society at all incomes as well as for the benefit of the environment. Landscaping and trees integrated into improved pedestrian streetscapes should have been an option not only for bikes but for mass transit improvements.	78201
137	Bike Lane: Police, more workers, less tax, more signs, less traffic, more signs	78201
138	fuck a bunch of bike lanes poor people are trying to buy cars only yuppies ride bikes on days the city chooses no bike lanes your bus routes suck – that Primo bullshit running every 10 minutes – you're just blowing our money – that money should be used for real human needs-food, housing, healthcare – get the fuck out of town – advocate for people instead of your bullshit job.	78201
139	In major area like downtown, by hospitals and schools, colleges, & parks, make 6 to 12 inch wide curbs for bikes. in high traffic streets put two to 7 foot buffers Making bus stop safer by proper lighting and overall better facilities for those taking public transportation	78201
140	people who ride bikes are also important too	78155
141	1. Bikes should NEVER be in the same lanes as cars. Bicyclists cannot keep up the pace with an automobile and hence cause traffic congestion. Also, I see many bicyclists that while on the road choose not to adhere to the same rules as car drivers – you can't have it both ways. 2. Stop repaving streets that are perfectly fine and start repairing/replacing those that are in desperate need of attention. 3. Figure out better ways to alleviate the tough congestion spots throughout the city, typically where ramps and highways merge.	78154
142	I want to see a reduction in deaths on Texas roads, so whatever plans are laid out need to account for transportation safety. I believe replacing cars with mass transit and providing a network of safer off street bicycle and walking ways should be part of that plan. This needs to also extend to the surrounding cities like Universal City, Converse, Live Oak etc. or you won't get full buy in.	78148
143	Excellent signage Bike trails and interface to all subdivisions in Bexar County.	78109
144	Do you combine types of transports? I use bicycle and via combination to get places. Example. 10 miles via bus. Then 5 miles on a bicycle.	78023
145	I commute by bicycle 2 times a week on Bandera road to Helotes. The shoulders are always full of debris. The city should make it the responsibility of the tow truck driver that gets to tow the car the responsibility to pick up large debris such as bumpers and fenders, these are often left	78023

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
	on the shoulder for days. It is a hazard and causes me to have to move into travel lanes to avoid. Having the shoulders swept at least once a month would also be great not only for riders but also for the cleanliness of our city.	
146	Bike lanes downtown	
147	Bike lanes need to be added / remove all bus traffic from downtown. Q #6 – A must since I commute everyday clean up bike lanes VIA needs to visit Amsterdam to get ideas visit other places of the country to get ideas	
148	Bike lanes are important- We need a protected bike lane down Broadway	
149	Be sure bus drivers are informed about the 6th passing for bikes. And have a little more respect for cyclists.	
150	The majority of streets that lead to the east side from downtown are very crazy. The Hays street is a bicycle lane and is in need of much repair or other streets on the East side.	
151	The elderly have special walk ways.	
152	On number 6 – Bike Lanes Mimic Austin's Lanes near civic center	
153	Check out Austin's bike lanes	
154	More people need to respect riders stricter rules on bike lane and full bike lanes.	

Table C.4 Technology Comments

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
1	Sanitation of the buses and the WIFI systems.	79781
2	Transit time is important with excellent timely connections. HOV for cars with 3 or more passengers & Buses. Monday-Friday early bird connections in morning. Evening easy connections from work to home. I love that you offer wifi – big plus for bus users. Primo lines are paramount for folks that are working and need to make appointments.	78259
3	Don't forget the walking portion of a multimodal journey. Take a look at the lack of sidewalks along Stone Oak Pkwy. There's no sidewalk to connect either high-density employment centers (e.g., Chase Operations) or high-density apartments that are all within walking distance to the proposed transit center at 281/Stone Oak Pkwy. Why not build the sidewalks now? Don't be building sidewalks at the same time 281 is under construction. Get it done now. Instead of financing pedestrian amenities for high-income inner city dwellers, examine all the existing apartment complexes that make walking so difficult. Pedestrian ingress and egress at most apartment complexes is through the same gates that cars use. This is dangerous. Require apartments to provide pedestrian access to their properties. Also, explore designating a district for self-driving demand responsive transit, and restrict other vehicles. Picture self-driving airport-shuttle style vans summoned by smart phone users. Smart people at SwRI could advise.	78258
4	Since many people drive in San Antonio, hopefully more resources will be put into making the freeways (1604 and 10) more efficient to minimize traffic. These improvements would include adding more lanes in high traffic areas, putting lights on freeway entrances to control cars entering the freeway to minimize bottlenecks, HOV lanes, Text messaging to alert drivers of accidents or Traffic App. More intelligent traffic lights and freeway entrances by using technology. Other cities had this decades ago so San Antonio should be able to get this too.	78256

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
5	As we age, bus transportation will be increasingly important. I now can park and ride at I-10 & 1604 and conveniently get downtown, medical center et al fairly reasonably both time and money. I have working friends who could use later service on some lines even if every 2 hours thru the night or at least until midnight. Most are appreciative of the ability to access schedules on smart phones and minutes of arrival at bus stop locations.	78256
6	VIA should take an active role in supporting use of self-driving vehicles both as a public service and in the future as for profit companies provide a fee-based service.	78255
7	While long-range future plans are great, we have major traffic issues that are current and need to be addressed much sooner than a decade from now. With so much road construction and an influx of new residents unfamiliar with the metroplex anyhow, minor traffic incidents become major snarls almost immediately. Alerting commuters sooner and via more methods than the TXDot sign half a mile before an accident site (too close to be able to do anything about being stuck behind it) would prompt them to take alternate routes before becoming part of the traffic problem. This would also be helpful for those commuting, but not via major highways.	78254
8	update in real time #alert	78251
9	You need to look at where transportation nodes would tentatively be placed. Buses are much more versatile than rail/streetcars. Location and participation by major employers would need to be a requirement. Need technology to develop specialty cars that would allow a family to travel to Austin/Dallas/Houston via rail and have their car with them upon arrival.	78250
10	VIA bus stops in remote locations are sketchy – sometimes just a sign on the side of a busy road; or no lighting; or bus completely blocks single lane of travel Current VIA technology, especially text updates, is unreliable. Redo VIA image/branding so that public transportation is seen as more mainstream.	78249
11	The survey omitted the development of self driving vehicles, ride sharing, and taxi alternatives (uber/lyft). These hold the ability to dramatically increase traffic flow efficiency and reduce the amount of vehicles on the roadway.	78249
12	Having lived in Houston I can tell you what happens when public transportation infrastructure isn't up to the challenge of the population density. With SA growing so rapidly, we need to be prepared and utilize the midst advanced technology available to secure our transportation ability and reduce reliance on personal vehicles.	78249
13	VIA bus apps?	78249
14	Provide service in the full city of San Antonio before investing in cross county connectors. Please investigate how network systems and automated driving may reduce the need for train service in the future.	78248
15	The digital messages from Transguide... create more messages: meaningful, and vary the message so people have to keep reading them. Be positive in the message, coaching on how to be a safe driver... * how to get the big picture and see all around you * how to count/allow following distance * how to adjust speed to prevent losing your following distance * how often (3-5 seconds) to glance at your mirrors Go to the Smith Driving System-if you don't know the info above...Do not have the same message all day, or for several days-then no one reads them!!!	78247
16	faster wifi please!	78247
17	Possibly having a system where you can get change back if you don't have the correct change. Or also have the capability to use a card, this is a day in age where there should be a way to pay with a card.	78244

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
18	Frequent rider discount on monthly passes or for downtown employees A little more shade-pavilions on sunny bus stops Love the "Text to 52020 service" Also, thanks for taking extra care of my lost phone	78244
19	As technology progresses, we will need to deal with additional transportation options such as small cars, segways, hooverboards that may go longer distances, scooters, etc. Updated modes of transportation need to be considered in any long term plan.	78240
20	need to except credit cards	78240
21	as part of your web information you should have something for those wanting to use the bus to get to jury duty. if there is something I could not find it.	78238
22	Better mobile application	78238
23	Wi-Fi on!!!	78237
24	Balance between investing in infrastructure and technology advances	78232
25	Up to date information as to the true status of the bus location and departure times. It's unfair to not let patrons know that a bus detour will be in effect. Also, if a bus is delayed give the reason why to patrons.	78231
26	Expanding teleworking reduces traffic	78231
27	Autonomous cars are coming in the next few years. dedicated infrastructure for light rail and buses makes little sense in this context. What is Via's plans for the self-driving car era? Thanks, -Austin Deric	78230
28	Available Bus Routes/Bus Frequency/Safety/Security/Lighting of designated bus stops; All leave A LOT to be desired in SATX. There are numerous Bus stops in areas that are not placed along sidewalks, and/or do not have available cover, or even some type of low level light, which make them completely unsafe once the sun goes down. Have waited for long periods of time i.e., routes w/once an hour stops, only to have the bus drive past the bus stop because they cant see the bus stops and/or the riders waiting. Along with the fact, they are normally driving way too fast to stop, even if they did see the rider waiting after the fact. I have lived in numerous cities in US and Overseas and have used various public transit systems. I find it appalling that the Public Transit System available in the greater metro region of San Antonio, has not kept pace with the city infrastructure nor kept up-to-date with the transportation/mobility needs of all its citizens. It is outrageous, that is takes on the norm 1 hr to 2 hrs to get around the city. It is totally unacceptable that SATX has been allowed to continue to grow into its current size without providing more availability of bus routes & more frequency on all bus routes. It is totally unacceptable that some routes do not even run on Sundays which does not meet the needs of all the citizens/resident of SATX period!! During the week, most routes stop by 9-10pm which is also totally unacceptable given the size of San Antonio and the vast amount of Employers/Businesses that now call San Antonio home. There are plenty of US cities to use as examples, i.e., D.C. National Capital Region, Chicago, NYC, Seattle, etc...or even Germany. Alot could be learned from these cities i.e., all major Employers should offer benefits/incentives/stipends to their employees to use public transit system would be a great way to cut down on the overload of traffic congestion all over the city. The mobile app needs a overhaul. I use mainly google maps for bus route/ bus time information or use the text msg 52020 option;which does not always work (esp for bus stops on once an hour frequencies).	78230
29	The bus should have cameras on the outside doors to prevent accidents from happening or sensors.	78230
30	I do appreciate the WIFI and the information given that way.	78229

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
31	I disagreed with your 2040 assumptions. By 2040 (probably by 2025), driverless cars will be commonplace. That will free up TREMENDOUS lane space. We need to plan highways for driverless cars, not car pools. We are still fixated on light rail, when we should be thinking monorail. We don't want to give up lanes to trains on the street. Switch technologies to driverless cars and monorails and the entire plan changes.	78228
32	Waiting for bus is to long.app is good but maybe real time bus on map.	78228
33	The web site is an absolute NIGHTMARE It's easier to in or use Google for routes/times. (Times are usually not accurate.)	78228
34	TV's on the buses for Netflix.	78228
35	Make transit more convenient. Better app with accurate real time information. More routes in the outer SA region. It would take me an hour to get home versus 25 minutes. I may be saving gas money by riding VIA but my time is more valuable. Also, Kel-lac TC would be where I would park my car to ride in. I don't feel safe there. It's obvious drug deals go down there, the facility looks dirty, grungy, and out of date. Make me feel safe when I'm commuting.	78227
36	I left San Antonio and came back after 15 years. We are so behind the times from other major cities. I have traveled to many cities and public transportation has been key to getting around. LA is using pass cards(like debit cards you tap to deduct fares). Glad to see some changes happening after 18 years. Bringing in residents from outer lying towns would be good for the economy and late or overnight buses to get drunk or buzzed drivers off the roads.	78227
37	* install on board seat displays * optional widen seating * phone communication for free/for constant contact w/family.	78227
38	A way to charge by phone on bus. Free wifi at via bus stops.	78227
39	Improving technology to communicate with current customers	78224
40	Sensors on buses are needed because many drivers tailgate a bus or make a right turn at the same the bus is in position to make a right turn creating a possible traffic collision. The sensors would also inform the people traffic standing too close to the corner to move back as the bus will be making a right turn to prevent from anyone being ran over by the bus who had a blind spot and could not see the person standing on the corner yet the person on the corner should have moved back as they saw the bus turning. Safety is major concern not only for the public but for the bus drivers as well. Thank you VIA for doing an excellent job.	78223
41	I am going to ride the bus much more but I find it confusing that bus numbers change at some point. Please look into keeping the same bus number from one end to the other. It would be much simpler to plan a trip. I am also looking forward to having real time bus schedules along all routes.	78223
42	the trip calculator online is terrible	78223
43	Recently taken Houston Metro, their buses are nicer, rates are a bit less compared to VIA. Their smart App is also better.	78223
44	Better friendly web site	78223
45	Incorporating information ease of access (friendly) thru technology.(routes, times, etc.) Aesthetically pleasing wait areas with shelter. Wireless access during transit.	78222
46	There is no close service in our area, when I purchased a monthly pass and lost it the first day they couldn't track and replace it. Certainly makes me want to find other forms of transportation!	78222

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
47	Stronger WIFI fold out tables	78220
48	Wi-Fi on buses	78218
49	It is time to decentralize our activities and economy. The influx of daily commuters is very high. Just at the City level, the majority of the City offices are located downtown; we have approximately 6,000 employees commuting every day downtown. A way of saving monies and energy is to emphasize, even to promote, telecommuting at least once a week. If all companies or placements of employment (with tasks and duties) would allow employees to commute at least once a week, the amount of energy, time and resources saved will be great. But first, the City has to set the example by allowing employees to do this. It can be done as a trial to see how this major movement will create an effect on traffic, and then to promote private enterprise to follow the same steps. Perhaps giving them some type of incentive to promote this movement. In some countries, to reduce the carbon monoxide footprint, they prohibit the use of private vehicles once a week on a rotation basis, promoting telecommuting or commuting with others. Is this a feasible approach in our City?	78217
50	Legalizing self-driving vehicles will be an important step toward reducing vehicle accidents.	78217
51	Need to consider the impact of driverless cars, including possibility that by 2040 we may see private ownership of cars being replaced by the ability to summon a driverless car at any time and it will take you to your destination, this may also reduce the need for driveways at homes and parking lots everywhere.	78216
52	Rail is a 19th century solution to a 21 st century problem. It's really expensive and will serve only a small share of the population while taking the funding needed for a bus system that would be really convenient for most people. Also consider how ride sharing and)(ultimately) self-driving vehicle will impact our transportation operations in the future.	78216
53	change local rules to remove free parking from strip malls etc. use technology to give bus priority access not only through lights but clearing lanes of traffic during rush hours. Raise tax allocation for VIA.	78216
54	I have a plug-in hybrid, but no place to plug in at work. Moreover, although I have registered w/chargepoint & City Public Service, I can never seem to use the charge stations unless they are free or not associated w/CPS. My home charge gets me to work & part way back. Would be great to charge up elsewhere!	78213
55	Faster ways to pay and easier payment methods to keep service on time. Smart cards for example.	78213
56	Bringing rail transit to SA is my #1 priority. However, in its absence I do use the bus system once or twice a week. Having permanent, rechargeable cards, with fares that transfer across months, is a feature I have enjoyed in other cities. I would like to see these features implemented in the VIA system. It is incredibly frustrating to have to buy a bus pass every month, and not be able to transfer my fare from month to month if I have not used it all.	78212
57	We need to make our streets safer but aslo use a design that has energy efficiency and energy recovery. Please consider installation of solar collecting roadways so that our own transport system becomes a power source. http://www.solarroadways.com/ and just for fun and control speed limits try a musical road! https://roadtrippers.com/stories/americas-musical-road?lat=40.80972&lng=-96.67528&z=5	78212
58	I am interested in the possibility of buying a pass that would give me access to mulitple modes of transportation: bus, rail, ride-share and bike share...all accessible from the same app. Maybe even car share like zip car. Lot's of options all from one application on the phone so when I need to travel somewhere I am presented with all the options.	78212

	As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?	Zip
59	Better online presence would be nice. Protected bikes lanes are very important. Easier access to bus passes	78212
60	San Antonio is hot – reliable air conditioning is a must; and free WiFi is also a must on all modes of public transportation if people are going to use it more.	78212
61	I would like to see have via bus ticket app on smartphone.	78212
62	Environmentally friendly (air pollution/ozone) perspectives Opinions of bus rides and convenience Currently VIA seems very complicated to me as a passenger More up to date information on map routes Text message alerts to my regular route	78212
63	VIA needs to be an investor in new technologies	78211
64	Please make apps that make using the bus really easy! When I lived in Baton Rouge I could check my phone and see how long it would be until the bus arrived at my stop. Apps that tell you how long the bus will take to get to your stop and arrive at your destination would be great!	78210
65	Prioritizing improvements to public transit technology and increasing frequency and service to areas – particularly along the Missions / World Heritage Corridor – will be crucial. You touched on it, but I want to emphasize that point. I am by no means a light rail nay-sayer, and find the efforts to kill light rail out of some misplaced, conservative, northside, "But I'll never use it!" principal to be asinine. Yet I also question whether monies wouldn't be better spent on existing services, improving bus stops along existing corridors, and most importantly, improving the technology available to public transit riders. The current VIA app, or should I say, nonexistent app, is abysmal. We can, and must do better to help San Antonians adopt and use technology to ride buses and better know what's available to them. This above all else.	78210
66	In a city with ample parking, the best way to get people on transit is speed, which requires dedicated ROW. Also, I would like to see VIA develop new technologies when paying to board the bus. Can be frustrating when cards don't properly swipe, dollar bills are rejected over and over, etc.	78209
67	I have never seen a transportation plan that took into account the massive amount of driving that takes place when our colleges & universities are in session. Get the students, staff, & faculty out of their cars. They can't afford them anyway (well, at least not the students & faculty). Wireless equipped buses...do your homework.	78209
68	For bus uses, a mobile friendly app and real time bus schedules that are reliable and work consistently	78209
69	we, in the government hill area, in the past, had very good bus routes interconnecting... 508, 512, 516, 15, 17... now it's only the 15... new changes looming, as mentioned in the previous neighborhood meeting... can't access info on via website...	78208
70	ride sharing and public transit interchange.	78205
71	Mobile app improvement, updated, technology.	78204
72	The WiFi Bko.	78203
73	In the technology area specifically it would be a big help if the bus had a way to let you know what stop is coming up. One of the main reasons I do not use the bus more is when traveling into unfamiliar areas of the city it is difficult to identify your planned stop and know when to pull the stop request cord. A "reader board" at the front of the bus listing the next stop would be very helpful. I think it would increase ridership significantly.	78202
74	Don't forget to consider the eventual impact of driverless cars-imagine fleets of them. Uber already has talked about replacing drivers this way. The cars would never need to park so	78201

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
	could reduce need for parking space downtown. http://www.newsweek.com/driverless-cars-and-future-parking-418943	
75	Even more important than projects within San Antonio is connecting Austin to San Antonio. This is critical to making this a regional powerhouse of economic opportunity. Career options in both Austin and San Antonio, living options anywhere in between. Let's join these two Google fiber cities and create a viable tech region	78201
76	No but, the VIA Primo buses equipped with video screens that let you know what the "next stop" is and "arrival time" NEVER seem to be working or if they do they ALWAYS SHOW the incorrect information. They only seem to work when the rates are going up!	78201
77	You are not planning for the impact of self-driving vehicles. We are on the cusp of a transportation revolution. These vehicles will include cars, buses and trucks of all sizes. Individuals will no longer need to own a personal vehicle. You will be able to summon the vehicle you need as a subscriber to "GM" or "Ford" or whatever vehicle service. These vehicles will use the roads much more efficiently and eliminate the bottlenecks we now face. There will be no need for 19th Century train technology anymore, as these vehicles will link up in convoys, traveling 100 mph and bumper-to-bumper to connect us to the region around us. Any long-range planner must take into account this technology and I am disappointed that you are not doing so.	78201
78	better app	78201
79	Overall you really do have a good mobile app (Go VIA VIA), but there have been some problems with it and I think it needs more attention. Specifically, I have had problems with 1) displaying the maps, 2) displaying the PDF schedule files, and 3) getting real time arrival updates. I think the latest version of the app does a much better job on points 1 and 2, but real time arrival updates still needs improvement. But like I said, overall the app is good and I do rely on it a lot. Thanks.	78201
80	Please look into the timing of lights. In many EW streets, the timing has drivers catching many lights on a row, and cars turn into neighborhood streets to avoid reds. Woodlawn, hildebrand, etc.	78201
81	Bus schedules and the app are confusing, and require a learning curve to use. A light rail system is easy to learn in any part of the world, no matter what language. You get on – then off, done. At 6am when I would have to use public transportation, It's too much thinking having to wait for the right bus, having to continually watch out to see where you are on the trip, then making sure you get off at the right stop. In the afternoon, after a long day of work, its just as much work...on top of having to deal with over crowding, and other tired people – not to mention the 4 blocks I'd have to walk home after getting off the bus. A light rail system would take away a lot of the work, and move more quickly though town. I can honestly say as a GenX er that's ahead of most trends, I would give up my car in a minute, if there was a form of transportation that got me to work and home easily, in less time.	78201
82	I definitely think the apps are really helpful and wish there were more access to the further areas.	78201
83	Real time alerts regarding delays More connecting transit centers Ability to give change to passenger Safety more in stops around town, i.e., lights	78201
84	you need to be more futuristic in regard to travel – robotic transports that we can summon on an app is the future – don't waste your money on buses. Invest in self-driving cars which will solve all traffic problems when everyone is driving them.	78163
85	add plugs to the buses so people can changes their phones, computers, etc...	78109

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
86	It would make it a lot easier for me if you could pay using a debit/credit card on the bus	78069
87	new technology; automated vehicles' use of ROW; capacity priority	78016
88	reloadable card	

Table C.5 Positive Rail Comments

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
1	Sanitation of the buses and the WIFI systems.	79781
2	Transit time is important with excellent timely connections. HOV for cars with 3 or more passengers & Buses. Monday-Friday early bird connections in morning. Evening easy connections form work to home. I love that you offer wifi – big plus for bus users. Primo lines are paramount for folks that are working and need to make appointments.	78259
3	Don't forget the walking portion of a multimodal journey. Take a look at the lack of sidewalks along Stone Oak Pkwy. There's no sidewalk to connect either high-density employment centers (e.g., Chase Operations) or high-density apartments that are all within walking distance to the proposed transit center at 281/Stone Oak Pkwy. Why not build the sidewalks now? Don't be building sidewalks at the same time 281 is under construction. Get it done now. Instead of financing pedestrian amenities for high-income inner city dwellers, examine all the existing apartment complexes that make walking so difficult. Pedestrian ingress and egress at most apartment complexes is through the same gates that cars use. This is dangerous. Require apartments to provide pedestrian access to their properties. Also, explore designating a district for self-driving demand responsive transit, and restrict other vehicles. Picture self driving airport-shuttle style vans summoned by smart phone users. Smart people at SwRI could advise.	78258
4	Since many people drive in San Antonio, hopefully more resources will be put into making the freeways (1604 and 10) more efficient to minimize traffic. These improvements would include adding more lanes in high traffic areas, putting lights on freeway entrances to control cars entering the freeway to minimize bottlenecks, HOV lanes, Text messaging to alert drivers of accidents or Traffic App. More intelligent traffic lights and freeway entrances by using technology. Other cities had this decades ago so San Antonio should be able to get this too.	78256
5	As we age, bus transportation will be increasingly important. I now can park and ride at I-10 & 1604 and conveniently get downtown, medical center et al fairly reasonably both time and money. I have working friends who could use later service on some lines even if every 2 hours thru the night or at least until midnight. Most are appreciative of the ability to access schedules on smart phones and minutes of arrival at bus stop locations.	78256
6	VIA should take an active role in supporting use of self-driving vehicles both as a public service and in the future as for profit companies provide a fee based service.	78255
7	While long-range future plans are great, we have major traffic issues that are current and need to be addressed much sooner than a decade from now. With so much road construction and an influx of new residents unfamiliar with the metroplex anyhow, minor traffic incidents become major snarls almost immediately. Alerting commuters sooner and via more methods than the TXDot sign half a mile before an accident site (too close to be able to do anything about being stuck behind it) would prompt them to take alternate routes before becoming part of the traffic problem. This would also be helpful for those commuting, but not via major highways.	78254
8	update in real time #alert	78251

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
9	You need to look at where transportation nodes would tentatively be placed. Buses are much more versatile than rail/streetcars. Location and participation by major employers would need to be a requirement. Need technology to develop specialty cars that would allow a family to travel to Austin/Dallas/Houston via rail and have their car with them upon arrival.	78250
10	VIA bus stops in remote locations are sketchy – sometimes just a sign on the side of a busy road; or no lighting; or bus completely blocks single lane of travel Current VIA technology, especially text updates, is unreliable. Redo VIA image/branding so that public transportation is seen as more mainstream.	78249
11	The survey omitted the development of self driving vehicles, ride sharing, and taxi alternatives (uber/lyft). These hold the ability to dramatically increase traffic flow efficiency and reduce the amount of vehicles on the roadway.	78249
12	Having lived in Houston I can tell you what happens when public transportation infrastructure isn't up to the challenge of the population density. With SA growing so rapidly, we need to be prepared and utilize the midst advanced technology available to secure our transportation ability and reduce reliance on personal vehicles.	78249
13	VIA bus apps?	78249
14	Provide service in the full city of San Antonio before investing in cross county connectors. Please investigate how network systems and automated driving may reduce the need for train service in the future.	78248
15	The digital messages from Transguide... create more messages: meaningful, and vary the message so people have to keep reading them. Be positive in the message, coaching on how to be a safe driver... * how to get the big picture and see all around you * how to count/allow following distance * how to adjust speed to prevent losing your following distance * how often (3-5 seconds) to glance at your mirrors Go to the Smith Driving System-if you don't know the info above...Do not have the same message all day, or for several days-then no one reads them!!!	78247
16	faster wifi please!	78247
17	Possibly having a system where you can get change back if you don't have the correct change. Or also have the capability to use a card, this is a day in age where there should be a way to pay with a card.	78244
18	Frequent rider discount on monthly passes or for downtown employees A little more shade-pavilions on sunny bus stops Love the "Text to 52020 service" Also, thanks for taking extra care of my lost phone	78244
19	As technology progresses, we will need to deal with additional transportation options such as small cars, segways, hooverboards that may go longer distances, scooters, etc. Updated modes of transportation need to be considered in any long-term plan.	78240
20	need to except credit cards	78240
21	as part of your web information you should have something for those wanting to use the bus to get to jury duty. if there is something I could not find it.	78238
22	Better mobile application	78238
23	Wi-Fi on!!!	78237
24	Balance between investing in infrastructure and technology advances	78232
25	Up to date information as to the true status of the bus location and departure times. It's unfair to not let patrons know that a bus detour will be in effect. Also, if a bus is delayed give the reason why to patrons.	78231

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
26	Expanding teleworking reduces traffic	78231
27	Autonomous cars are coming in the next few years. Dedicated infrastructure for light rail and buses makes little sense in this context. What is Via's plans for the self-driving car era? Thanks, -Austin Deric	78230
28	Available Bus Routes/Bus Frequency/Safety/Security/Lighting of designated bus stops; All leave A LOT to be desired in SATX. There are numerous Bus stops in areas that are not placed along sidewalks, and/or do not have available cover, or even some type of low level light, which make them completely unsafe once the sun goes down. Have waited for long periods of time i.e., routes w/once an hour stops, only to have the bus drive past the bus stop because they cant see the bus stops and/or the riders waiting. Along with the fact, they are normally driving way too fast to stop, even if they did see the rider waiting after the fact. I have lived in numerous cities in US and Overseas and have used various public transit systems. I find it appalling that the Public Transit System available in the greater metro region of San Antonio, has not kept pace with the city infrastructure nor kept up-to-date with the transportation/mobility needs of all its citizens. It is outrageous, that it takes on the norm 1 hr to 2 hrs to get around the city. It is totally unacceptable that SATX has been allowed to continue to grow into its current size without providing more availability of bus routes & more frequency on all bus routes. It is totally unacceptable that some routes do not even run on Sundays which does not meet the needs of all the citizens/resident of SATX period!! During the week, most routes stop by 9-10pm which is also totally unacceptable given the size of San Antonio and the vast amount of Employers/Businesses that now call San Antonio home. There are plenty of US cities to use as examples, i.e., DC National Capital Region, Chicago, NYC, Seattle, etc...or even Germany. Alot could be learned from these cities i.e., all major Employers should offer benefits/incentives/stipends to their employees to use public transit system would be a great way to cut down on the overload of traffic congestion all over the city. The mobile app needs a overhaul. I use mainly google maps for bus route/ bus time information or use the text msg 52020 option;which does not always work (esp for bus stops on once an hour frequencies).	78230
29	The bus should have cameras on the outside doors to prevent accidents from happening or sensors.	78230
30	I do appreciate the WIFI and the information given that way.	78229
31	I disagreed with your 2040 assumptions. By 2040 (probably by 2025), driverless cars will be commonplace. That will free up TREMENDOUS lane space. We need to plan highways for driverless cars, not car pools. We are still fixated on light rail, when we should be thinking monorail. We don't want to give up lanes to trains on the street. Switch technologies to driverless cars and monorails and the entire plan changes.	78228
32	Waiting for bus is to long.app is good but maybe real time bus on map.	78228
33	The website is an absolute NIGHTMARE It's easier to in or use Google for routes/times. (Times are usually not accurate.)	78228
34	TV's on the buses for Netflix.	78228
35	Make transit more convenient. Better app with accurate real time information. More routes in the outer SA region. It would take me an hour to get home versus 25 minutes. I may be saving gas money by riding VIA but my time is more valuable. Also, Kel-lac TC would be where I would park my car to ride in. I don't feel safe there. It's obvious drug deals go down there, the facility looks dirty, grungy, and out of date. Make me feel safe when I'm commuting.	78227
36	I left San Antonio and came back after 15 years. We are so behind the times from other major cities. I have traveled to many cities and public transportation has been key to getting around. LA is using pass cards (like debit cards you tap to deduct fares). Glad to see some changes	78227

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
	happening after 18 years. Bringing in residents from outer lying towns would be good for the economy and late or overnight buses to get drunk or buzzed drivers off the roads.	
37	* install on board seat displays * optional widen seating * phone communication for free/for constant contact w/family.	78227
38	A way to charge by phone on bus. Free wifi at via bus stops.	78227
39	Improving technology to communicate with current customers	78224
40	Sensors on buses are needed because many drivers tailgate a bus or make a right turn at the same the bus is in position to make a right turn creating a possible traffic collision. The sensors would also inform the people traffic standing too close to the corner to move back as the bus will be making a right turn to prevent from anyone being ran over by the bus who had a blind spot and could not see the person standing on the corner yet the person on the corner should have moved back as they saw the bus turning. Safety is major concern not only for the public but for the bus drivers as well. Thank you VIA for doing an excellent job.	78223
41	I am going to ride the bus much more but I find it confusing that bus numbers change at some point. Please look into keeping the same bus number from one end to the other. It would be much simpler to plan a trip. I am also looking forward to having real time bus schedules along all routes.	78223
42	the trip calculator online is terrible	78223
43	Recently taken Houston Metro, their buses are nicer, rates are a bit less compared to VIA. Their smart App is also better.	78223
44	Better friendly website	78223
45	Incorporating information ease of access (friendly) thru technology.(routes, times, etc.) Aesthetically pleasing wait areas with shelter. Wireless access during transit.	78222
46	There is no close service in our area, when I purchased a monthly pass and lost it the first day they couldn't track and replace it. Certainly makes me want to find other forms of transportation!	78222
47	Stronger WIFI fold out tables	78220
48	Wi-Fi on buses	78218
49	It is time to decentralize our activities and economy. The influx of daily commuters is very high. Just at the City level, the majority of the City offices are located downtown; we have approximately 6,000 employees commuting every day downtown. A way of saving monies and energy is to emphasize, even to promote, telecommuting at least once a week. If all companies or placements of employment (with tasks and duties) would allow employees to commute at least once a week, the amount of energy, time, and resources saved will be great. But first, the City has to set the example by allowing employees to do this. It can be done as a trial to see how this major movement will create an effect on traffic, and then to promote private enterprise to follow the same steps. Perhaps giving them some type of incentive to promote this movement. In some countries, to reduce the carbon monoxide footprint, they prohibit the use of private vehicles once a week on a rotation basis, promoting telecommuting or commuting with others. Is this a feasible approach in our City?	78217
50	Legalizing self-driving vehicles will be an important step toward reducing vehicle accidents.	78217
51	Need to consider the impact of driverless cars, including possibility that by 2040 we may see private ownership of cars being replaced by the ability to summon a driverless car at any time and it will take you to your destination, this may also reduce the need for driveways at homes and parking lots everywhere.	78216
52	Rail is a 19th century solution to a 21 st century problem. It's really expensive and will serve only a small share of the population while taking the funding needed for a bus system that would be really	78216

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?

Zip

convenient for most people. Also consider how ride sharing and (ultimately) self-driving vehicle will impact our transportation operations in the future.

53	change local rules to remove free parking from strip malls etc. use technology to give bus priority access not only through lights but clearing lanes of traffic during rush hours. Raise tax allocation for VIA.	78216
54	I have a plug-in hybrid, but no place to plug in at work. Moreover, although I have registered w/chargepoint & City Public Service, I can never seem to use the charge stations unless they are free or not associated w/CPS. My home charge gets me to work & part way back. Would be great to charge up elsewhere!	78213
55	Faster ways to pay and easier payment methods to keep service on time. Smart cards for example.	78213
56	Bringing rail transit to SA is my #1 priority. However, in its absence I do use the bus system once or twice a week. Having permanent, rechargeable cards, with fares that transfer across months, is a feature I have enjoyed in other cities. I would like to see these features implemented in the VIA system. It is incredibly frustrating to have to buy a bus pass every month, and not be able to transfer my fare from month to month if I have not used it all.	78212
57	We need to make our streets safer but also use a design that has energy efficiency and energy recovery. Please consider installation of solar collecting roadways so that our own transport system becomes a power source. http://www.solarroadways.com/ and just for fun and control speed limits try a musical road! https://roadtrippers.com/stories/americas-musical-road?lat=40.80972&lng=-96.67528&z=5	78212
58	I am interested in the possibility of buying a pass that would give me access to multiple modes of transportation: bus, rail, ride-share and bike share...all accessible from the same app. Maybe even car share like zip car. Lots of options all from one application on the phone so when I need to travel somewhere I am presented with all the options.	78212
59	Better online presence would be nice. Protected bikes lanes are very important. Easier access to bus passes	78212
60	San Antonio is hot – reliable air conditioning is a must; and free WiFi is also a must on all modes of public transportation if people are going to use it more.	78212
61	I would like to see have via bus ticket app on smartphone.	78212
62	Environmentally friendly (air pollution/ozone) perspectives Opinions of bus rides and convenience Currently VIA seems very complicated to me as a passenger More up to date information on map routes Text message alerts to my regular route	78212
63	VIA needs to be an investor in new technologies	78211
64	Please make apps that make using the bus really easy! When I lived in Baton Rouge I could check my phone and see how long it would be until the bus arrived at my stop. Apps that tell you how long the bus will take to get to your stop and arrive at your destination would be great!	78210
65	Prioritizing improvements to public transit technology and increasing frequency and service to areas – particularly along the Missions / World Heritage Corridor – will be crucial. You touched on it, but I want to emphasize that point. I am by no means a light rail nay-sayer, and find the efforts to kill light rail out of some misplaced, conservative, northside, "But I'll never use it!" principal to be asinine. Yet I also question whether monies wouldn't be better spent on existing services, improving bus stops along existing corridors, and most importantly, improving the technology available to public transit riders. The current VIA app, or should I say, nonexistent app, is abysmal. We can, and must do better to help San Antonians adopt and use technology to ride buses and better know what's available to them. This above all else.	78210

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67	I have never seen a transportation plan that took into account the massive amount of driving that takes place when our colleges & universities are in session. Get the students, staff, & faculty out of their cars. They can't afford them anyway (well, at least not the students & faculty). Wireless equipped buses...do your homework.	78209
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69	we, in the government hill area, in the past, had very good bus routes interconnecting... 508, 512, 516, 15, 17... now it's only the 15... new changes looming, as mentioned in the previous neighborhood meeting... can't access info on via website...	78208
70	ride sharing and public transit interchange.	78205
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74	Don't forget to consider the eventual impact of driverless cars-imagine fleets of them. Uber already has talked about replacing drivers this way. The cars would never need to park so could reduce need for parking space downtown. http://www.newsweek.com/driverless-cars-and-future-parking-418943	78201
75	Even more important than projects within San Antonio is connecting Austin to San Antonio. This is critical to making this a regional powerhouse of economic opportunity. Career options in both Austin and San Antonio, living options anywhere in between. Let's join these two Google fiber cities and create a viable tech region	78201
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77	You are not planning for the impact of self-driving vehicles. We are on the cusp of a transportation revolution. These vehicles will include cars, buses and trucks of all sizes. Individuals will no longer need to own a personal vehicle. You will be able to summon the vehicle you need as a subscriber to "GM" or "Ford" or whatever vehicle service. These vehicles will use the roads much more efficiently and eliminate the bottlenecks we now face. There will be no need for 19th Century train technology anymore, as these vehicles will link up in convoys, traveling 100 mph and bumper-to-bumper to connect us to the region around us. Any long-range planner must take into account this technology and I am disappointed that you are not doing so.	78201
78	better app	78201
79	Overall you really do have a good mobile app (Go VIA VIA), but there have been some problems with it and I think it needs more attention. Specifically, I have had problems with 1) displaying the maps, 2) displaying the PDF schedule files, and 3) getting real time arrival updates. I think the latest version of the app does a much better job on points 1 and 2, but real time arrival updates still needs improvement. But like I said, overall the app is good and I do rely on it a lot. Thanks.	78201

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
80	Please look into the timing of lights. In many EW streets, the timing has drivers catching many lights on a row, and cars turn into neighborhood streets to avoid reds. Woodlawn, hildebrand, etc.	78201
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82	I definitely think the apps are really helpful and wish there were more access to the further areas.	78201
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85	add plugs to the buses so people can changes their phones, computers, etc...	78109
86	It would make it a lot easier for me if you could pay using a debit/credit card on the bus	78069
87	new technology; automated vehicles' use of ROW; capacity priority	78016
88	reloadable card	

Table C.6 Negative Rail Comments

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
1	We don't want light rail. Which part of the electorate saying "no light rail" do you not get?	78318
2	No. all was well covered. Do you really need to even provide "Light Rail" as an option?	78260
3	Although light rail may be something that would be good for the city, stop proposing it. It will kill much needed COSA bond proposals. The majority of voting people DO NOT WANT IT.	78259
4	Less bus & rail but more travel lanes	78258
5	NO LIGHT RAIL!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! Privatize VIA Prioritize transportation spending on repairing/maintaining the poor roads we have and stop giving up lanes to bicycles! Stop looking to the 19th century for solutions: trolley, light rail, bicycles etc.	78255
6	No rail system	78254
7	Buses are a more cost effective and flexible means of moving people. Light rail is to expensive and once it's in it can't be moved.	78253
8	No light rail!!!! It is a boondoggle, centrally planned mess, and a colossal waste of money that enriches politicians and contractors at the expense of taxpayers. You can reroute buses with little effort when needed, but light rail is permanent routes and much more expensive.	78250

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
9	The people have voted down light-rail and trolleys.	78250
10	I am firmly against light rail, spend the time and effort improving the current bus system we already have. Additionally, I did not see anything mentioned about electric, hybrid, hydrogen or other bus options in the future.	78250
11	We have voted light rail down in several votes. We do not want it. Period.	78250
12	No streetcars.	78249
13	I would be against any proposal that includes rail transit of any kind. It is too restrictive and not cost effective. Street sweeping in San Antonio is not very effective. I have seen places where the sweepers avoid curbside dirt by driving around it. Not around vehicles, but small detours to avoid a pile of leaves or dirt. The Primo service appears to be under utilized and is probably not very cost effective.	78249
14	While many people in San Antonio do work downtown, there are jobs distributed all over town more so than other large cities (like Washington, DC, for example), so improvements only to/from the city center will probably not make a large improvement in traffic. Improvements/alternative transportation around 1604 and other corridors are just as important. Studies should be done to see where people are actually commuting to/from. Light rail service from San Antonio to Austin and DFW (the Trans-TX corridor) is a good idea for the state as a whole, but I don't think the cost is justifiable because I don't think it would dramatically improve transportation. Austin and DFW also lack extensive mass transit systems/subways/etc., making it difficult to take a train to Austin or DFW and then get where you are going in those cities. I think most folks would still drive.	78249
15	I do not understand why light rail was so significantly referenced here. This subject has been over-ruled by the voters again and again. One of the current mayor's only claims of effectiveness it stopping the streetcar project. Light rail, street car, trolley, etc. are all the same things. Please stop pushing your agenda.	78248
16	Please do not pursue light rail or HOV lanes.	78247
17	Light rail is a huge waste of taxpayers money. I strongly oppose light rail.	78247
18	I DO NOT WANT A LIGHT RAIL SYSTEM. It has been proven to NOT BE WORTH THE EXPENSE to the taxpayer. LISTEN to your citizens and not those offering you kickbacks.	78245
19	To me upkeep of our streets is very important. I do not agree with light rail or toll roads	78245
20	You should be more financially responsible with tax payer dollars and not try and push this fiscal disaster that would be a street car/light rail system. This citizens of this city will not allow it.	78240
21	Light rail is inefficient and expensive when compared to other alternatives. It will be a benefit to very few people and will be a boondoggle for developers and the politically connected.	78230
22	See continued push by city for light rail and believe this to be a bad idea. Too expensive and disruptive	78230
23	Do not put light rail in downtown. Thank you.	78230
24	RAIL by any name that you concoct is still sour in our mouths. It is not economical. It is not efficient. It is not green nor safe. We will vote against stationary lines AGAIN. Fixed routes are stupid, idiotic, and insane. We are not in California. We are not in the northeast US.	78230
25	HOV LANES DO NOT SEEM TO BE A COST OR TIME SAVING OPTION WHEN VERY FEW PEOPLE OPT TO USE PUBLIC TRANSPORTATION OR SHARE RIDING. LIGHT RAIL FOR DOWNTOWN CENTER SEEMS A LITTLE OVERKILL SINCE WE HAVE MULTIPLE MODES OF OPTIONS OF TRANSPORTATION IN THAT AREA (TROLLEY, BIKES, VIA BUS ETC) SPEND MONEY ON MORE	78229

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
LOCATIONS STOPS FROM NEIGHBORHOODS THAT OFFER DIRECT SHOT TO MORE POPULATED AREAS SUCH MEDICAL CTR, DOWN TOWN ETC...		
26	No light rail. Need vote before decisions are made	78223
27	Light rail systems in other cities, i.e.. Dallas do not work. The systems are losing money and the placements of the light rail cannot cover enough territory. San Antonio needs to have new communities build in a price to the new homes that will cover roads and repairs. For example, a house that is \$100,000, \$2,000 of the price goes to the city earmarked for roads.	78218
28	People drive. Improve highways first. Light rail is a boon doggle that sucks up too many scarce resources for very little return. There is a reason streetcars went extinct in this city.....	78217
29	DO NOT INVEST IN TRAINS! You can add efficient buses & vans to fill the need and change routes as needed...	78213
30	I do not support light-rail because it is a money pit that never recoups the initial investment and does NOT help the environment.	78213
31	No light rail.	78212
32	STOP SPENDING TAXPAYER MONEY ON WORTHLESS HIGH DOLLAR THINGS THAT ARE BEVER USED AND / OR DONT WORK. NO RAILWAY!!!	78209
33	Tell Wolffe to give up light rail!!!	78201
34	No Rapid Transit or Light rail. A bureaucrats waste of money	78201
35	Take into consideration that light rail has been a failure everywhere it has been tried!	
36	NO STREETCAR - NO LIGHT RAIL -	
37	Eliminate light rail planning	

Table C.7 Safety and Security Comments

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
1	Safety for operators on bus	78253
2	Public transportation development and safety should focus on the people who rely on it as their only means of transportation (inner city, elderly, etc), and not on people who occasionally use it to spend a day out on the town. Help find a solution to more crosswalks to help prevent injuries/fatalities for people crossing busy roadways.	78251
3	Safer bus stops please.	78250
4	Better bus shelters are needed, more frequent routes,longer hours of service,especially on weekends and holidays, better care for the disabled.	78250
5	The same appropriate bus stop covers at all bus stops throughout the city.	78250
6	1. Security at VIA Office on W. Commerce. At 5:00 PM the guard stands off to the side and smokes his cigarette. Never see him do anything else. 2. Need a Security Guard at 1604 and IH 10 underpass parking.	78249
7	Many older neighborhoods between 410 and 1604 lack adequate street lighting to prevent crimes.	78249

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
8	Tourism is one of our major industries. Safe and acceptable transportation to downtown and Pearl would greatly enhance the tourist experience. I'm not sure that buses are an acceptable mode for tourists. They aren't for me. But I would hop on a trolley system without hesitation. I know this concept has come off the table but maybe it should come back on – a downtown loop including Southtown and King William, up to Pearl and back and maybe downtown to Broadway on a museum loop.	78248
9	Bus rider safety while waiting at bus stops.	78247
10	Need improved bus stop areas. Many offer no cover from weather, sun, some offer no seating at all!	78247
11	Bus safety. No weapons	78247
12	Safety at bus stops. Sometimes I have felt vulnerable while waiting for the bus downtown because street people were hanging around.	78247
13	I live in Thousand Oaks area and would like to see bus stops with a covering or roof from the rain and sun. Improve the frequency of buses or line up more buses in this area because if you miss a bus there is a long wait before another bus passes by.	78247
14	All bus stops need a shade structure.	78240
15	Striping on 410 so poor that it presents severy safety issue.	78240
16	safety of passengers while riding- someone with weapons gets on the bus to rob passengers etc	78240
17	It would be good if VIA would create one model safe bike route for commuting to work, say down Culebra to downtown, with barriers to keep cars away. This could become popular and give rise to other routes, eventually making biking a major option.(Cleaner air, less traffic, healthy commuters.)	78240
18	Increased emphasis on safety of driver's & passengers as our world becomes increasingly unpredictable.	78240
19	I noticed the via landscape people do not wear bright/reflective vests at medical center transit. I feel this is a big safety factor that is a problem waiting to happen	78240
20	1-Security for Drivers/Passengers needs to be more present throughout the service area. More residents would use Via if they felt protected. Officers cluster at downtown locations however they are rarely seen throughout the service area as in other cities. Random spot checks with Uniform Officers would show a sense of presence/safety. 2-Bus Stops should have lighting for passenger safety and driver visibility.	78239
21	VIA needs to dedicate more funding to their Transit Police and their visibility to give the public a sense of security, this could lead to increased ridership.	78238
22	Safety of drivers and passengers in lieu of Brussels, Belgium	78237
23	Bus shelters need better coverage, not very good protection from rain or sun.	78233
24	Focus on safety for users of public transportation. More than three times have I encountered violence and hostility while waiting for my connecting bus. More visible police or security measures are needed. Also, update the stops with more lighting...maybe something solar or wind powered so to alleviate the impact on our environment as well.	78232
25	Public safety	78232
26	we need shelters at some bus stops that when rain falls we have some where to stand instead stand in the rain and when the sun comes we can stand out of the sun.	78232

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
27	I would like to see more Transit Police present at Park & Rides and Transit centers. And have each officer ride a line-up bus every nite and see patrol units patrolling routes plus decrease their response times from 30 minutes to 8 minutes plus increase transit security staffing to help with patrolling routes and response times.	78231
28	Safety! It would be great if buses had cameras installed.	78230
29	Please consider installing seat belts in regular buses.	78230
30	Safety when utilizing public transportation	78230
31	An issue with any public transportation is the access and ability to safely get and wait at the stop. Often times my family has had to deal with dogs.	78228
32	Do what's in the best interest of the people by maintaining safety for everyone.	78228
33	I would ask that the idea be put forth to allocate some small amount of funding towards ensuring the safety and personal security of all passengers utilizing public transportation. Sadly this is not always a given, and there have been instances where I have found it necessary to end my trip prior to arrival at my destination due to harassment by my fellow passengers. As a small (5'1," 100 lbs) female, I have found that while it is not common, it is also not unheard of to be made the target for unwanted innuendo, and worse by far, unwelcome and outright offensive grabbing/touching. As someone who does not dress in a provocative manner (specifically as a matter of safety, besides my own personal sense of self-worth), nor sends any signals suggesting that these actions would be in any way welcome, it is frustrating (and occasionally frightening) to find myself on the receiving end nonetheless. While cameras are in evidence, often the drivers cannot be bothered to call a security officer or remove the offending rider, despite seeing visual evidence of the physical harassment. This leads to people assuming there are no repercussions to their behaviour and therefore further, and repeated, attempts. I am unsure what the answer is, or where the funds should go specifically. Perhaps making the cameras more visible, or adding a way to notify the driver that there is a problem (rather than just the pull-stop sign lighting up). Security details and/or cameras in and around major stops -as well as out-of-the-way/rural stops – would also be a welcome addition to the public transportation experience, mainly after dark. Sadly it was my fear of riding after such an incident which led me to begin using Uber instead, and I miss being able to freely ride the bus on a regular basis (rather than only during the daytime and only in "safe" areas). Thank you for your consideration.	78228
34	Please keep safety in mind	78228
35	please wait for the elderly or children to sit before leaving the stop	78228
36	More on-site security at park & ride locations. Constant vehicle break-ins are a deterrent to using this service. Also, as previously mentioned, there is no bus service at all South of Springvale Drive in Valley Hi / Lackland AFB neighborhood. You have to stand on the access road for Loop 410 at an unprotected / unlighted bench to get a bus or walk a mile to North side of Springvale Drive in North Valley Hi to get a bus.	78227
37	For those that take bus on a regular basis, need cover when waiting for the bus. Some of the smaller bus stops do not have lighting and have had experience where the bus does not see if some is waiting or not due to lack of good visibility and passes the citizen waiting for the bus. At some bus areas, because the weight of the bus created indentations on the street, this creates pooling of water during raining season and individuals waiting at bus get splattered with water.	78227
38	need some security on the bus. a lot of dirty men, always makes me uncomfortable.	78227
39	Here on the southside, we don't have covered VIA bus stops, its hard when its raining or in the summer without shade. Thank you so much.	78224

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
40	Shade for pedestrians/cyclists along sidewalks to protect from hot Texas sun. Expanded B-cycle network that can help workers navigate downtown and near-downtown neighborhoods. Prioritized sidewalk improvements around schools and added street lighting around crime hot spots.	78223
41	Having some type of safety on the buses. Like security or police on the bus. There are moments I do not feel safe on the bus or at the bus stops. Also, better lighting at all bus stops would be good. Just feeling more safe would be much appreciated by someone who rides the bus frequently and both during the day and at night.	78223
42	Safety is an important aspect of long-range plans.	78221
43	Better light in neighborhoods or more lighting in neighborhoods to see better in the night	78221
44	Better Camera systems in VIA buses.	78221
45	Some neighborhoods with senior riders require modular bus shelters due to lack of seating or shelter. (Eastwood Drive route 26) Some neighborhoods have bike signs that state that the street can be shared along side with other vehicles. (Lamar Street)	78220
46	Need more security and more lights at bus stops. Maybe an emergency phone.	78220
47	Cameras on front of the bus to document those annoying jerks who speed around the bus just to turn right a nanosecond faster than they would have if they'd remained behind the bus. Coordinate with SAPD and other law enforcement to hold them accountable for injuries to passengers, too.	78218
48	security and safety	78218
49	Why wait until 2040??? Really??? Please make improvements at Lanark – and Tobin Road is very dangerous/lights at that walking park/Medical Drive is very dangerous when it turns into a one lane over the bridge	78218
50	Just want to say that the new VIA bus stop shelters leave a lot to be desired both in appearance and protection from rain & sun.	78217
51	covered bus stops-concrete is too hot to sit on during heat days and requies covering for heated and rainy days also higher curbs to protect pedestrians from flooded street splashing from ignorant drivers who deliberately splash any pedestrian.	78217
52	Put more roof covers at every bus stop very important more bus routes more time that bus runs	78217
53	provide better shelters at all the bus stops. Provide better lighting so the bus driver can see you in the dark. There is too much mud at some places. Add better ground covering.	78216
54	Emphasize law enforcement.mthe drivers in this city are oblivious to or ignore traffic regulations and speed limits. THIS is the greatest hazard to navigation.	78216
55	I was in process of answering previous question when it went to this page. 2. VIA drivers would have to do a much better job of enforcing VIA's own code of conduct. The bus is not fit to have children on. And I as an adult am not comfortable or safe on it either. Riding VIA is to be avoided when at all possible.	78216
56	Many other cities have safe public tans it no don't feel safe here because of the other riders. There needs to be a solution to this. It's very unfortunate.	78216
57	Building better bus stop shelters that don't leak when it rains.	78216
58	keep up with the night reflectors. I am color blind and can't see lanes at night without reflectors.	78216

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
59	please make sure our bus stations are safe.	78216
60	That you more cover at the bus stops, because there some stops on the Southside, that don't have them and during the summer it's very hot no kind of shade in the winter it's very cold no protection from the wind. The Northside and parts of city have these all kinds of coverages at there bus stops.	78214
61	bus shelter about every 3 or 4 stops due to San Antonio weather constant change.	78213
62	keep an eye on bus drivers on how they TREAT customers and how they drive.	78213
63	Safety of some of the public transpo stops.	78212
64	Security cameras at bus stops would be great.	78212
65	More police officers on the bus	78211
66	Hello, how to protect a pedestrian when they are already walking in a crosswalk and a vehicle is still driving at a high speed and doesn't want to stop? Or if your crossing where there is a stop sign and the car see you crossing the cross walk and they keep driving up to you as you cross and then they threaten you with there car? What about having a citizen or a first year officer (w/no uniform) or somewhere in between to monitor crosswalks with stop signs, a lot of signs are not visible because of untrimmed trees, buildings, fences, untrimmed bushes or some signs may not be in proper area because people pass the stop sign and block the crosswalk and they stop or don't they just pass up the sign. Some places need stop lights the roads stretch out with no stop signs? Maybe we need cameras or more police to give out tickets. Some people like to think that if there aren't any authorities in the area they can get away with whatever there doing?? It is so frustrating to be one of many people that do obey the law, has never been arrested and feel that there is no solution and no one cares about the pedestrians and bike riders! We have pretty good bus service but there needs to be a lot of improvement specially in there customer service, a lot of drivers are the rudest people and some are not helpful at all, they dont answer your questions, they dont speak to you, they dont even look at you, they dont greet you, they make you feel like your doing them a favor! Why are they in a job that they know deals with people and yet they keep accepting the \$25 an hour plus pay checks plus wherever benefits they get? But when they see another driver they laugh, smile, talk I understand that the job is difficult there are many laws they have to obey to keep the riders safe, and I know some people are plain jerks to the drivers, and some people try to get a free ride, but does it mean that on cold days the ac has to be on on high or when it's raining the ac is on high while there warm in there seat?? Also I think that there needs to be more bus service on the southside, I'm hoping that the rail service would come past 410, 1604 and into Poteet or in any other direction at least one County over like they do in Atlanta with Marta they have bus and rail station and it's easy to transfer at depots. Thank you	78211
67	que cuando vaya el camion algo leno no se quuede la gente purada engrente. y mas espocio o u bus para gente de sabilitads. *When the bus is full, peole are still allowed to get on the bus and have to stand. They need more space for people that have disabilities.	78211
68	good lighting, safe walk cross walk, good sidewalks, Also, keep in mind the drivers; not ready to get rid of their cars, those who still love to drive, keep Texas Drive friendly as well.	78210
69	Safety on public trans. There seems to be a seedy element to public transit especially in the downtown corridors. It's typically present in the crowd that gathers along St. Mary's Street or Commerce Street that takes over the whole sidewalk and makes it unpleasant to walk in that area. I also used the bus along San Pedro and was asked for money or even to use my phone by several less than ideal characters. What can VIA or its employees do to make using public transit feel safer?	78210

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
70	safety seems to be a big concern with public transit riders – people have a misconception that driving their own private car is safer than taking a bus or bike. it would be interesting to ask people about their perceptions of safety with different modes of transportation.	78210
71	lights in service stop shelters and clocks at service stops	78209
72	Bus shelter improvements	78209
73	Buses need security officers at least part-time	78207
74	how secure are do we feel using public transportation?	78207
75	Making transit safer for current and prospective riders would encourage more use. The situation is ridiculous.	78203
76	many bus stops have no sun or rain protection, a safety barrier from traffic as we wait for bus.	78201
77	Better lighting along streets was an improvement option, but please do not forget about lighting along sidewalks or non-main thoroughfares. I'm not so concerned about my safety at major bus stops as I am walking home from them, where side-street or neighborhood lighting is inadequate.	78201
78	To place a monitor – that anyone has a weapon-can not board the bus. No weapons of any kind, no one person using offense language and buses should not take more passengers if there are no seats for them. Have a sign to say to be courteous and give your seat to the elderly person or disabled person.	78201
79	Bus stops to have lighting for passengers. Better visibility/Lighting at doorways of buses	78201
80	Improved safety? Operator interaction.	78155
81	Bus stop covers, My bus stop was a bench in the middle of an empty filed between houses; no shade or shelter from rain or scorching sun. Does not have to be anything fancy, but please provide a small umbrella size shelter on stops in empty places.	78109
82	Adding more bus stop roof covers sheltering from the elements of our south texas hot sun.	78023
83	Que los choferes se detengan hasta que un mayor de personas se sienten. *Drivers should wait until all passengers are seated before moving the bus.	
84	Increased lighting on 1604 and 281. More lanes on all highways, traffic is horrible. I sit in traffic for at least 1-2 hours to and from work.	
85	Security on buses. Transit police on buses. More frequent bus routes	
86	Cover bus stops and seats, too hot in Texas for metal	

Table C.8 Express Bus Comments

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
1	Providing safe transportation options for working professionals who commute into downtown from outside of 1604 areas (ex. Stone Oak/Helotes)	78260
2	Express service to connect Park and Rides and Transit Centers almost like the loopers but Express Only.	78251
3	Dedicated parking areas across town that uber/ lyft and taxis can stage awaiting fairs	78249
4	I would like to see expresses "Non Stop" between transit centers And would like to see VIA service the RV parks exclusively. The out of towners don't need to see those parts of SA.	78247
5	How about express bus service from centralized locations to downtown, Alamo dome, AT&T	78232
6	VIA and others have over-emphasized all sorts of rail ideas. However, some (like the downtown streetcar plan) are at the expense of automobile traffic. Also the streetcar plan was exorbitant in cost compared to other cities. Her are some things to keep in mind. 1. Mass transit will not work in San Antonio unless it is possible to park one's car conveniently and then use the bus or rail. 2. Rail should be planned to connect the highest possible priorities such as a downtown to airport route. 3. Don't build railways at the expense of existing roadways. Instead, SA 2040 should look for additional corridors, including overhead rail systems.	78230
7	An express route in or near Kirby converse	78219
8	Please include mass transit for highway routes esp IH 35 corridor w options for future above ground metro system- Broadway museum corridor connector to downtown a must. All major cities world-wide have mass transit – we are Long overdue! Everywhere there is major blocks in rush hour traffic on highways – 281 mass transit corridor to downtown going both north & south IH 37; IH 35; IH 10 to 1604; Plan for Loop 410 & 1604 heaviest traffic areas first. Priority IH 37- I H 35 SA to Austin w stops at major traffic (Brooks, Downtown, Walzem, Forum, 3009, Canyon Lake, New Braunfels, San Marcos, Kyle, Buda, Austin)	78218
9	Please improve northeast of San Antonio too. Please provide express service either from Rolling Oak Mall or Naco Pass transfer point.	78217
10	You should try to create more express bus lines. This seems to help in other big cities like Chicago, IL and Milwaukee, WI	78217
11	– We need restoration of the circulator route on Flores Street – We need restoration of the Yellow route – Get rid of the trolleys – they are too hard to board and are uncomfortable. Instead, small buses, preferably electric, would be great (I love the electric buses in the downtown.) – Promote public transport to new downtown residents. – Set up express routes to handle all the new employees at H-E-B headquarters that swamp downtown every day.	78215
12	after moving from Floresville to san Antonio, I still feel for my fellow and former 36 bus route riders, please create a new faster express bus and one with a newer bus, at least one that doesn't break down so often, usually we would get the left overs, like red headed step children, even foster children are treated better than that, the ride is long and the ride is horrible, if it were better ride and a one stop shop to Brooks City Base, I'm sure more people would ride.. from Floresville,	78214
13	Park & Ride wasn't mentioned specifically. I feel I was being steered toward light rail in this survey.	78108
14	I would love to be able to catch an express bus in Boerne, or at the Kendall/Bexar County Line to come downtown for work.	78006

Table C.9 Roadway Improvement Comments

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
1	When thinking about improving roads, considering improving the concepts of the turnarounds – maybe cloverleaf turnarounds. Also, better merge lanes onto highways and access roads.	78261
2	HOV lanes for major lanes (281, I-10, 35) Review other major cities, (ex, D.C. Atlanta) to see how they handle major traffic and public transportation. It's better to see and follow ideas from other successful areas then spend extra time coming up with a plan.	78261
3	Many of the on/off ramps on 281 and some of merges from one highway onto another (i.e., 281 southbound onto 35 S.) are very short, compared with those in other major cities (Chicago, D.C. metro area) and that in and of itself causes congestion and slowing of traffic in several lanes. When 281 northbound was widened, north of San Pedro to the 1604 interchange, it relieved congestion tremendously. Lengthening the on/off ramps and adding lanes would greatly alleviate congestion. The overpasses on 1604 westbound, merging onto 10 and 410 go down to one lane with extremely sharp curves and slow everyone down, and are downright dangerous. It will take some awfully big incentives to get Texans and San Antonians to use commuter lots and ride sharing.	78260
4	Look closely at ramps over busy intersections vice traffic signals. I've seen this strategy work in Northern VA. Replacing traffic signals at such places as 281 and Evans; 281 and TPC Parkway; along with other jammed up intersections will improve traffic flow and safety tremendously.	78260
5	Frontages for N.281	78260
6	Need much more use of toll roads. Other TX cities use toll roads much more extensively than San Antonio to relieve congestion. Expand use of toll roads, especially on Hwy 281 toward the north of downtown.	78260
7	Forget your phony surveys. We need to expand and improve our streets, 1604, I35, etc. VIA and politicians keep pushing crony pet projects like rapid transit, light rail, etc. There are hundreds of empty or barely occupied buses running daily. Without Federal funding and our tax dollars VIA would be bankrupt. Wake up – SA isn't Houston, Dallas or Chicago and never will be.	78260
8	Toll road access on 1604 & 281	78260
9	Access management and street connectivity	78259
10	HOV lanes will not improve traffic flow. All lanes should be open to all vehicles.	78259
11	Please do something to ease the horrible traffic in Highway 281 north of loop 410. Thank you!	78259
12	Prefer we do not use toll roads.	78259
13	Hov and toll lanes	78259
14	This survey makes too many assumptions that we all want to inflict reduction of driving lanes on regular drivers. I do not want HOV lanes, bus lanes, bike ways etc. cut out of the driving lanes. In 1 st world cities I travel to around the world, who uses the light rail the most? Visitors, and those who don't have the \$\$ to drive. Similarly, in San Antonio, if we really want to keep visitors (our major asset?), we should implement a low cost EZ train from the airport to downtown and maybe to TPC, and free transportation downtown. Or forget the whole idea, and just fund a free trolley downtown as now. Thinking ahead, we should keep our eyes open for a right-of-way to San Marcos, because eventually there could be an Intl airport around there serving both Austin and San Antonio.	78258
15	No toll roads please, not the way to go. HOV lanes are cool though	78258
16	The roads in SA are in terrible shape. We deserve better quality roads.	78256

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
17	Nobody wants Toll roads and HOV lanes. Fix the potholes on the existing roads. Applying sealer to my neighborhood streets did not fix the uneven pavement and was a waste of money.	78254
18	Please come up with a long-range plan with a vision for the end results so there is not a waste of money and mistakes made. It seems that by the time one highway project is finished we have already outgrown the finished product or it wasn't done in a smart way. Example... the entry and exit loops at 1604 and I10. Thank you for the opportunity to have a say in this matter.	78254
19	Require adequate traffic planning be available before allowing contractors to build. Increased population with no additional road plan creates excessive traffic delays, decreasing quality of life outside the workplace.	78254
20	Re-paving roads is major. Something it feels like we are driving reckless but its the roads they share with the bus. It would be a smoother and faster commute for our patrons.	78254
21	Toll roads, HOV lanes and light rail are extremely expensive and used by a small minority of the people. It is wasteful spending and I will never vote for it unless it will be used by a majority of the people rather than a minority.	78253
22	Striping on Hwy 151	78253
23	Keeping up with maintenance of streets/highways. Expanding current infrastructure before traffic gets worse.	78252
24	1) For a city as big as it is, San Antonio dudes not have enough green spaces. There are swaths of undeveloped land throughout and inside the Loop 410 that would make wonderful, and large parks (think NY, San Diego, Chicago). 2) San Antonio's roadways are confusing to non-locals, creating dangerous situations of drivers swerving for last minute lane changes. Some highway pavements have been marked already, but consider marking all connection changes up to two miles in advance. (Think Houston) 3) Don't ignore the obvious just because you don't use certain roadways. As a freelancer up until 2010, I could drive anywhere in the city from one end to another fairly quickly with little traffic. Today 281 and I-35 north of loop 410 aren't the only congested areas. The 151/1604/410 corridor is a nightmare. 410 from 151 to 281 is ALWAYS bumper to bumper. The tangled mess downtown is stressful and very confusing to visitors. Consider Park and Ride buses that run during the weekday peak traffic from certain points to downtown on dedicated lanes, and/or elevated HOV only lanes.	78251
25	Need to add lanes to Culebra and Bandera roads. The traffic towards 1604 is unbelievable.	78250
26	Update highway infrastructure prior to building hundreds of houses and multifamily housing structures to help alleviate the massive traffic bottlenecks on our major highways at multiple areas of the city.	78249
27	Build more lanes on major freeways. Public service announcements to teach the "new americans" how to signal, merge, plan a route, yield, etc.	78249
28	Not enough thought and planning goes into how much road construction is going on in our city. It is very difficult to get anywhere when every route you try to take is blocked or pushed into one lane. We need to be smarter and make our citizens time a priority.	78249
29	More lanes on 1604!!!	78249
30	An additional exit Westbound on 1604 between Blanco and Rodgers Ranch (for Huebner) would help to free up the long line of traffic that always backs up at the Blanco Light. Additionally, I have noticed that the procedure of staying passenger-window to passenger-window in a narrow median is RARELY observed, and most drivers I speak to do not know of the proper procedure in medians making them quite dangerous. Additional signage or road paint would to designate proper procedure would help and is needed. Finally, while the mission bike path and the Salado creek bike paths are FANTASTIC, they mostly require bikers to haul their bikes to the paths (which is difficult for most families). Perhaps paths that connect more of the neighborhoods to	78248

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?

Zip

the bike paths. For instance, I live in the Woods of Deerfield off of Huebner road. I would love to be able to bike to the Salado Creek bike path with my children, which is only a mile away. However that would require my biking down busy Huebner road, whose sidewalk is placed directly next to Huebner and thus isn't safe with young children. Perhaps a path that trails behind the neighborhoods between the Bike path, extending its reach? Thank you for your consideration.

31	I think we should introduce tolls on major highways with variable rate fees based on time of day. It's politically unpopular, but the best way to change behavior is to hit people's wallets.	78247
32	HOV lanes could be 3 or more passagers...not just 2... how about city giving businesses rebates for car pool incentives	78247
33	Add more lanes on Loop 1605 between IH-35 and IH-10.	78247
34	The roadways throughout the northeast side are extremely old and cracked with several potholes. My tires have gotten 10 times worse since I moved to San Antonio, and particularly the northeast side.	78247
35	Traffic is extremely bad where I live (near USAA). It takes me more time to drive the 1 mile to my home from I-10 than the entire 10 mile drive on I-10 to downtown). The traffic signals seem poorly timed, and it encouraged risky driving behavior (cutting people off; going through red lights). The infrastructure does not seem designed to handle the influx of traffic in this area during rush hour. Walking around my neighborhood is risky also due to traffic. There are no sidewalks in many areas, and I would be afraid to ride my bike in traffic.	78240
36	Road widening should be a priority for several roads, especially Prue Road where it is only one lane on each side. At rush hour this road is impossible! Also, I think reviewing traffic light timing should be a priority. Many traffic lights on the Northwest side of town are so short in green light duration and the distance between lights is so short that traffic gets extremely backed up, causing some people to be in the middle of the intersection when the light turns red.	78240
37	color the road more so w/yellow at Eckert & Abe Lincoln at Lite Signal!!	78240
38	The world and our communities are for people, not cars. Creating more bus lanes/HOV lanes on not only highways but other roads (even not downtown) such as commerce, zazamora, Ingram, etc. would be helpful in forcing/encouraging more people to choose public transportation. Bigger side walks everywhere. City is for people, not cars.	78237
39	Instead of adding lanes to include high volume vehicles and adding light rail, one of the best measures the city could take is to exclude buses, large trucks, 18 wheelers and vehicles with trailers from using the left lanes on major city highways.	78232
40	Adding public transportation is good, reducing exiting car roads is bad. Consider elevated dedicated lanes	78232
41	Don't forget about more overpasses. Also try to improve the public buses to be nicer.	78232
42	How much I would be willing to pay for reliable transit in dedicated lanes? I would pay \$2 for one way	78231
43	NO HOV NO TOLL LANES State should manage toll roads & revert to Freeway when paid. Raise gas tax to pay for roads	78231
44	1604 needs to be a 6 lane divided highway. Absolutely no toll roads. I-10 needs to be at least 6 lanes from downtown all the way to Boerne.	78230
45	We desperately need change in order to have a great quality of life in the next coming years. For me who really loves SA, it saddens me how far behind our city is compared to other cities for whatever reasons. I think it's very important that our City Leaders really take charge and lead us into the 21 century. That being said, there are too many stop lights on major roads example wurzbach rd it's one of many major roads that is so frustrating to commute because of all the	78230

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
	lights especially when not in sync. Is there any way to de clutter the bottle necking of these major roads by either taking out some traffic lights that are like at almost every street it seems like. Maybe adding more turn around options so that traffic flows better. I would rather turn right on tioga/wurzbach and do the turnaround on Vance Jackson with a clear lane designated for turnaround with protective markers so the flow of traffic is continuous and we take out that light at tioga/wurzbach along with other small intersections or doing more intersections like Fred rd and medical on major intersection that hold up traffic like wurzbach and n w military.	
46	Better highway interchanges!! 410 and 151. IH10 and 1604. Widen 1604 to 4 lanes on each side. Fix the merging issue at 410 and McCullough.	78229
47	1. Synchronize traffic lights in the Medical Center – Babcock Road esp. & wurzbach 2. Improve Babcock Road leading in/out of Medical Center 3. Terrible Sidewalks (obstructions/approx. 12" or narrower) in Medical Center. No access for wheelchairs – motorized or otherwise have seen people in road on chairs	78229
48	CoSA appears to be very neglectful of street maintenance, particularly in the older areas of town. Navigating at night is particularly difficult due to poor visibility of street markings. Bus usage is seriously hampered by the complexity of calculating a route without a computer. Poor weather conditions are also a serious deterrent to bus usage.	78228
49	Street repaving and repairs plus remarking the well worn streets should be high priority, I see it as dangerous when streets arent marked properly.	78228
50	Needing of speed bumps near school areas.	78228
51	Fix the pot holes that these buses do!	78223
52	Some streets on East Side SA need real and quick improvements cause just filling in the holes does not last or look good. Need the whole street to be pave right and entirely finished all over.	78220
53	Overpasses to cross the street	78219
54	One of the most important things to consider are motorcycle riders. While I don't believe in HOV lanes, as many times large vehicles like shuttles and buses are allowed to use them, a dedicated motorcycle lane would be beneficial to protecting those who choose such means of transportation.	78217
55	Go back to the old way. Plan ahead, quit diverting money to pet projects including HOV lanes,rail and/or toll roads. Spend gas money on roads, not bike lanes. This is San Antonio, different weather than San Diego.	78217
56	I'd like to see expansion of lanes on 281 north of downtown similar to the upper/lower level expansion done on I-10 many years ago.	78216
57	one thing that I've noticed driving around town is that some street don't have sign at each corner or are obstructed by trees or fences.	78216
58	Pedestrian bridges over 90. Enhanced crosswalks in more useful places where crosswalks are infrequent (I.e., Bandera, Culebra, Fredericksburg, San Pedro) instead of right in between 2 crosswalks on either side of the Doseum. That was a waste of money. No one uses it.	78215
59	Time traffic lights on major thoroughfares so that pedestrians can cross both lanes of traffic.	78215
60	I would worry about costs associated with the growing improvements. At some point, it's necessary to evaluate the cost per day to the cost of driving a paid for vehicle. Thanks for asking.	78214
61	Please look at repairing or extending sidewalks through the city! They are often extremely damaged or totally missing from areas even close to downtown – I'm mostly basing this on experiences from running in Monte Vista, Olmos Park, Southtown, and Alamo Heights.	78212

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
62	Build more highway lanes for really congested areas like 281 near the Alamo Dome, 35 South from northeast to downtown, and north side loop 410. The stop and go traffic is ridiculous, dangerous, unacceptable, and unnecessary.	78212
63	Thank you for remembering bikers! Paving streets and increasing lighting is super important!	78212
64	It would be amazing to have more protected left turn signals. Especially on busy streets and around schools.	78210
65	The need for turn lanes on roads such as Broadway inside 410.	78209
66	correct roads in low-income neighborhoods and make the let turn eight longer than 5 seconds.	78209
67	The long term should focus on highway expansion to relieve the already over packed thoroughways. Only then we can relieve the streets of congestion to expand on pedestrian and alternative transportation safety,(i.e., bikes, skateboards, etc.)	78201
68	I think the City of San Antonio needs a graduated approach, beginning with the marking of HOV 2 lanes for peak traffic hours on those roads with more than 3 lanes. When you incentivize ride sharing by enabling them to get around during peak hours, particularly on their morning commutes, you will greatly increase the number of ride shares. Right now the preponderance of vehicles on the road during commuter hours have one person in them. Following that, develop and follow an aggressive program of building a dependable light rail system, along with interconnecting bus lanes, both express and local, so that a person can go anywhere within the City in under an hour. If they can do it in DC, where it is much more congested we can do it here. I understand that San Antonio is different culturally than the East Coast, but the fact is that by 2040 we will have paralyzing gridlock around the City with a million more residents. Likewise, I feel we need to establish programs that drive the regentrification of areas around the center of the city to help mitigate the problem. There are a lot of old neighborhoods nearby the downtown area, and re-establishing and revitalizing them would be a favorable course, and one that would be embraced by a new generation of professionals. Other than the limited water resources facing San Antonio and the surrounding area, developing an effective mass transportation system and expanding the current transportation infrastructure is perhaps the most important issue facing the City of San Antonio in the next 20 years. Good luck! Curt Van De Walle	78154
69	what about the NE corridor? Nothing mentioned about the IH 35 mess	78154
70	You didn't mention 18 wheelers. Hopefully they could have designated routes or lanes also just like buses. They should use 410 or 1604 to get from hwy 90 to 35 north and not use 35 and 37 to go around town and reach their destinations, then they could use smaller delivery trucks to make intercity deliveries. With that said, more lanes are needed on 1604. It is very frustrating to get stuck behind a wide or big load truck when you only have one lane and it is scary to try to go around it knowing you have one lane traffic coming at you at a fast speed. I would like these issues to be addressed before considering electric railways. We need direct routes coming in from the south into downtown, from the Northwest coming into downtown, form the Eastside coming into downtown, and from the northside coming into downtown.	78073
71	You need to build over unders for your on ramps and off ramps. The traffic here has become so horrible, we don't like to leave the house during high traffic times. Your construction efforts are ten years behind and your population, for unknown reasons, is growing out of control. The efforts you are making now are already out of date and make traffic, even worse!	78023
72	Many many residents now live outside Loop 1604. I am glad to see that you are working on eliminating lights from Braun to Culebra. However, the bottleneck will remain if 1604 is not widened to 3-4 lanes in each direction from Bandera to IH10.	78023
73	We need to start paving streets with pavement that lets the stormwater through.	78023

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
74	There are many lanes that end without warning or signage, as well as areas where on-ramps don't provide any type of merging for cars that are entering the highway.	78015
75	HOA lanes would be beneficial for buses. However experience has shown abuse of the lanes (cutting in & out, 1-person per car, tinted windows see at Los Angeles, Houston, etc.) and sometimes these dedicated lanes are often as congested as the regular lanes.	78006
76	Expanding and widening the Roads is acceptable person in vehicles determine lanes by signs from fast to slow, but no TOLL roads that will not solve the traffic congestion...	18251
77	Add more highway lanes to all highways in San Antonio, Texas.	
78	Other than public, NON-TOLL, streets and highways, I oppose publicly funded transportation.	
79	I think the city should invest in concrete roads. They cost more initially, but in the long run are the far better choice. They are also much smoother to drive on. The life of the road is considerably longer. (like 5x longer)	
80	I can't believe we are not going to have an HOV lane until 2040..... SAD!!!	
81	*281 too much congestion (Bulverde to Downtown) the gentleman I spoke with said he thinks a mono rail needs to be created or something that can clear up the traffic	
82	There needs to be lanes assigned to construction type vehicles (rock buckets, concrete trucks, etc...) There is so much road constructiongoing on in all parts of SA, that these large type vehicles are using all lanes and sometimes keeping traffic moving to a crawl!	

Table C.10Funding Comments

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
1	Do not divert money earmarked for one project to another project. Complete the projects that already have funds for them.	78259
2	The transit system should be self supporting and not rely on public funding	78254
3	Do not approach your vision(s) as if you have an unlimited amount of money, tax base our ability to buy your influence and/or prestige. Private enterprise over Big Government control and solutions should be given priority. Nothing saves money like free and open competition vs government monopoly, always depending on the back stop of the tax payer i.e., TX stupid toll road projects that are now looking to the tax payer for bailout.. Be SMART and frugal as if it was your own children being strapped with the bill, because it will be!	78253
4	Definitely want us to spend less on highways and more on trains and buses	78250
5	Tax payers are over taxed. Transportation improvements must be made by other means either by a business tax, Federal funding, etc.	78249
6	How to raise funds for these projects?	78249
7	Fund improving the street connectivity	78249
8	You need to request the public's opinion on funding options for these large public projects and/or give context to the extent in which these options are realistic projects (i.e., light rail). IF the projects we prioritized in this given survey are dependent on public financing, then I believe, your respondent's prioritizations would be ranked differently. If it came down to funding restrictions, I	78247

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?

Zip

may change my mind about prioritizing pavement repainting over sidewalk accessibility for the disabled, I may not prioritize additional transit lanes over increased bus routes because I then know funding is a contingency. My responses are given with the understanding that these scenarios are all hypothetical, and the data collected should therefore reflect that expectation and not be used to support any political agenda to lobby future transit projects.... In my opinion.

9	cost of public transportation and the savings and benefits	78240
10	Yes. How can we improve the public transportation system when the city manager gets all the money? The little bit of money that is left, the Mayor is pushing it, under the table, to her husband. What is left for the citizens?	78233
11	Ask for ideas on alternative funding (Selling services differently and/or raising capital kickstater fashion (popular route costs x dollars ask for crowd funding with steep fare discounts to fund new route or figure out that ridership for route is insufficient). Ask business owners how alternative transportation costs/benefits them. And ask how transparency can be improved.	78232
12	Dollars should be targeted to improve transportation for those most in need of public transportation.	78232
13	Making sure that money remains in the budget for police and fire to assure the organizations that their pay and more importantly their benefits remain intact and their bargaining rights are not taken.	78232
14	Need to plan dense centers where Developers will have incentives to build TODs as an overlay. Only then transit will be viable in a sprawling city like San Antonio. Stop annexing outside city limits and spending money on infrastructure outside the City limits. Keep the funding inside Loop 1604 to make the City more dense and vertical. I would buy a nice Condo in a TOD in any safe area and minimize my carbon footprint.	78231
15	Even though I don't ride the bus primarily because of how much longer it takes to get anywhere, I am still interested in subsidizing public transit. Eventually, we will need to get to something as pervasive as public transit is in most German communities-somehow finding a way around the chicken or egg of getting the funding and ridership to have enough good routes and sufficient frequency vs having enough good routes and sufficient frequency to get the requisite ridership. My belief is that if enough individual drivers are forced to provide the funding (I would say via higher property taxes) while making public transit free to use, would result in driving becoming less of a necessity, more affordable for the poor, and more people taking public transit on a lark. This would also get kids more interested (yes, down to 8-10yo) and as they grow up, they would continue to have (hopefully fond) memories of it and interest in keeping it going and growing.	78230
16	Where will the funding for these long range plans come from?	78227
17	I strongly believe the people who continue to move into over populated areas of the city IE areas on the north side of the city should absorb the cost for all the infrastructure affected by them in the form of impact fees. I am also concerned that we all had to wind up paying for road improvements,repairs, etc. caused by the oil boom down south, instead of making all the companies benefitting from the oil business pay impact fees etc. we all had to pay in the form of laws which were passed in their favor.	78223
18	Willingness to support tax increases to support developments. Impact to road transportation in the congested downtown area/roadways while improvements are being made.	78215
19	people will oppose funding because pthey don't use public transit. This bias should not be taken in to consideration when it impacts those that rely on it for their primary mode of transportation. the San Antonio metro area is large and has many inhabitants who do not own a vehicle, expanding the resouces is vital to growth. as a car owner I like using the bis to commute to work as it has mutiple benefits to myself and the environment alike	78210

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
20	All transportation plans must be cost-effective. Charging expensive fees to utilize new transportation options in order to help fund/maintain the option is not an effective use of my tax dollars.	78210
21	Increase of future cost to consumer- "How much would they support?"	78207
22	Induced demand has proven that adding additional travel lanes does not reduce traffic in the long term. Do not fund additional travel lanes or increased capacity projects; fund projects for transit and biking instead.	78204

Table C.11 Other Comments

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
1	It's great that you're planning for 2040, but the questions related to that timeframe may not even be relevant then. I would also guess that 30% or more of your respondents won't be around by then.	78610
2	we vision a good city to make and broaden our future landscape & horizon so keep it clean and safe.	78268
3	I know you can't fix stupid, but it would be nice if there was something that could be done about the inattentive/distracted drivers in this city.	78260
4	uh, no, I'm sorry	78260
5	I do not agree with street diet concepts.	78259
6	Take more surveys on more important issues in our city.	78259
7	don't let the regressive bozos get you down	78258
8	lets improve san Antonio but be smart financially	78258
9	Need to make sure the public approves the projects.	78258
10	No. Thanks for allowing me to participate.	78258
11	san Antonio is my favorite city	78258
12	Whatever you do, build looking forward and not what we currently need. This is the challenge every time you update a highway...by the time it is finished it is already inadequate for our growing community. Thank you	78258
13	Toll roads are a good option when all else fails.	78257
14	I think a lot of traffic problems in San Antonio stem from frustration. Drivers become erratic here, and extremely rude compared to other areas that are somewhat similar, like DFW and Houston. 1) Timing traffic lights to reduce frustration and 2) promoting common courtesy and common sense to reduce accidents (signaling lane changes, leaving space in front of you, allowing others to move over when needed, not changing lanes until you see the car in the next lane in your rear-view mirror, etc etc etc) would go a long way in improving the driving experience.	78256
15	Something should be done to address the pace of new housing development on the NW side, to not let it outpace road improvement/construction. The I-10 corridor North of 1604 is an absolute nightmare now, where it wasn't just 5 years ago. Way too many new 1,000+ home	78256

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
	neighborhoods have been built between 1604 and Boerne, TX and are consequently jamming way too many cars into the 2 lanes each of West-bound and East-bound I-10. It is ridiculous. Neighborhoods shouldn't be able to be built like that BEFORE the roadways are expanded to accommodate all that extra traffic.	
16	Consider the value vs confusion of the yield signs on freeway	78255
17	Hurry up. Traffic sucks.	78255
18	No Toll Roads!	78255
19	Thanks!	78255
20	Do not in any way try to take personal vehicles away from citizens.	78254
21	No, but I would like to point out that there are a lot of technical terms in this survey that most people are not going to know. It's difficult to answer the questions when you do not know what the wording is referring to.	78254
22	You're a bus company. Quite trying to be multimodal and focus on what you are doing and do it well.	78254
23	I would like for the City of San Antonio to STOP construction in undeveloped areas. It's really getting out of hand and sometimes I wonder if anyone at Development Services is really taking the time to weigh in on the future outcomes for approving so much building and destruction of land. Is it really necessary? Do we have that many people with a shortage of housing that we need to develop these several block long apartments? Or communities with houses that look like boxes? Or Valero's only to have them become a sore sight because they decided to close the building down? I'm glad that I'm old and on my way out because I can't stomach to see the destruction of so much land. I can't even relax in my porch or star-gaze because all I hear are cars and the stars are drowned out with stree,highway,house lights. PLEASE stop building. Promote education and get people to become the next doctors of the world.	78253
24	Improve airport schedules, expedite road construction projects	78253
25	Put dollars in to planning tools so people can optimize travel.	78253
26	Why o want	78253
27	Continue to conduct Surveys like this one more often. To consider Fairs and or Festivals sponsored by Via to promote increased awareness of Via Public Transportation current available resources and to outline plans for future growth of Public Transportation System.	78252
28	THE BIGGEST THING I'VE NOTICED IS INADEQATE PLANNING WHEN NEW DEVELOPMENTS START CONSTRUCTION. THE LACK A PROVIDING PROPER TURN LANES AND ACCELERATION LANES HAS BEEN AN IFFY SITUATION.	78252
29	Any transportation initiatives that reduces the current traffic congestion will be well appreciated.	78251
30	For such a major city, we have a really minor league transit system. It is time for San Antonio to enter the big leagues!	78251
31	Thanks for trying to improve San Antonio!	78251
32	Not at this time great work VIA	78250
33	The "last mile" problem. Please remember it!	78250
34	There should be a survey conducted by regions of the city to see where there is support for light rail, then do a cost effective study of what it would cost over a peroid of 25 to 40 yrs. for rail vs roadway cost.	78250
35	everything was pretty much covered	78249

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
36	i lived in NYC for 10 years and did not own a car- loved it.	78249
37	keep motorcycle's off the expressway, right lane only	78249
38	Keep up the good work.	78249
39	no but thank you for all you do!	78249
40	Sweep highways. Especially connectors. Debris everywhere. Makes our city look dirty.	78249
41	Keep in mind that the center of economic activity in San Antonio is not downtown. Our entire transportation system, both roadway and transit is based on getting people in and out of downtown. That is not where the majority of people are going.	78248
42	Please stop trying to short change fire and police services. They are vital and now more than ever we need more competent (meaning they need better compensation) police and firemen. Pay them and they will come.	78248
43	Beautifying ugly concrete areas with landscaping. Compared to Austin, we look like a concrete jungle.	78247
44	Getting texans to change is going to be difficult. we're a stubborn, old-fashioned crew. We're going to kick and scream at any changes other than more free lanes on freeways, especially if the change is making bike lanes for these hipsters. I do like that you are soliticing feedback. I suggest in the end not weighting heavily these surveys; we need forward thinkers for the 2040 plan and I am not sure the majority of SA's population falls into that category.	78247
45	Seriously, when are you going to stop asking about race/ethnicity? That is SO offensive.	78247
46	The lack of up to date public transportation that professionals can use like in other large metropolitan areas are a barrier to attract talent from other parts of the country that we need to help the city grow. I work for one of the cities largest employers and the vibrant downtown growth is great but not the transportation	78247
47	I came from Houston where there are more services available. This really helps. I usually rode the bus there because it was easier and faster especially if I was going to events or tourists spots. San Antonio is going as well and soon will be the same if not bigger. I am looking forward to seeing what you have in our future as public transportation riders.	78245
48	Keep living life up and continue passing, it forward. Thank you!	78242
49	Because of the previously mentioned reasons, I do not use public transportation in SA very frequently. In fact, only to special events and they're great. On vacations we've made heavy use of public transportation and it's been awesome. Toronto, London, Vancouver, etc. If access is convenient, the price is reasonable and routes are available to get me close to where I want to be in a timely manner it will succeed. If not, why bother. In my opinion, downtown isn't much of a tourist destination and the downtown area itself is relatively small as compared to other major cities so why invest heavily in something that's underutilized. A study of usage might be interesting rather than "What would you like to see?"	78240
50	I really like the bus will travel on bus soon.	78240
51	must ensure that those using/needng bus service, pay their fair share of the transportation cost. Don't make those of "us" that don't ever use the bus system, to pay the full cost.	78240
52	Please consider the demographics of different areas of San Antonio. The areas with higher concentrations of poor people are more likely to benefit the greatest from investment in public transit. The rich people in Stone Oak are NOT going to ride the bus or light rail, regardless of availability.	78240
53	river transportation	78240

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
54	Set a time to finish Project stay with it.	78240
55	The drag and drop parts of the survey were sort of clunky and I ended up skipping over them.	78240
56	Use a professional traffic engineer when addressing traffic flow and lights.	78240
57	cost to the citizens!	78238
58	Thank you fro doing your Best.	78238
59	there are too many taxes give us a break!!	78238
60	More police surveillance in the neighborhoods. To many dogs & cats – there should be a lesser amount of animals that a home can keep. I believe right now is 5 per house. Should be much less so we can keep neighborhood.	78237
61	More police surveillance in the neighborhoods. Too many dogs and cats. there should be a lesser amount of animals that a home can keep, I believe right now its 5 per house. Should be much less so we can keep neighborhood.	78237
62	Don't use your computer for the final answer, ride the bus, don't just ask! He who ask & never go-will really never know.	78233
63	Listen to bus riders not just downtown!	78233
64	por el momento todo esta bien, la encuesta en general(For the moment everything is fine, the survey in general).	78233
65	Look beyond Downtown! Learn from Wurzbach Parkway and how it has connected the city in a new way... and learn from where traffic is the most congested on Wurzbach Parkway.	78232
66	More and better freeway system instead of VIA.	78232
67	The traffic lights at major intersections go out very often, especially when it rains. Examples: Blanco/1604 (many many times), huebner/Vance Jackson, Braun/1604. It seems like the lights should be more reliable. In addition, I have never seen officers directing traffic when this happens, which I have seen in many other cities.	78232
68	Whether the traveling public wants to see normal traffic lanes hijacked to support HOV lanes (which are always potentially capable of becoming "toll roads" by existing policy...) or to become bike lanes (a recreational use that should be addressed by parks and other dedicated areas). Whether we are comfortable having money collected for "public transit" used for other uses – such as supporting unpopular ideas such a streetcars, or pushing social engineering either by advertising or investing those dollars. Public transit should be driven by the needs of the masses – not special interest groups where the desires of the few outweigh the needs of the masses.	78232
69	While I don't live or work downtown now, when I DID work downtown an affordable river taxi option would have been desirable and I would have frequently used it. Even buying a multitrip card for reasonably priced one-way river taxi rides would have been great. River taxis are used efficiently in international cities (e.g., London, Venice, and one of the large cities in Australia) but it seems that San Antonio treats the river taxi option as a tourist attraction and not a mode of transportation.	78232
70	An emphasis placed on densification along appropriate corridors and identifying locations for TODs. Protection of existing neighborhoods through land use controls and zoning is important as well so that increased transportation does not lead to displacement.	78231
71	Develop separate intermodal option that separates the through heavy truck traffic off the current interstates.	78231

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
72	This survey is rigged to get the answers you want, so you can do what you want. There are lots of other options for getting people around San Antonio.	78231
73	Ask if we hold improvement of auto traffic lanes a higher priority than light rail, HOV lanes and bus lanes. This survey is heavily biased and does not reflect the needs of a majority of SAN ANTONIO drivers.	78230
74	Avoid seeking public approval (voting) for every/all transportation investments. Allow government leaders to create and implement the most viable/affordable plans and be held accountable at the polls for their success or lack thereof. The city will never have progressive transportation initiatives if left to the voters.	78230
75	Comprehensive transportation plan to make us the envy of the nation. Public transportation that is functional and a model for the rest of the US not just a showpiece for politicians.	78230
76	I would like to see less growth in SA. If we can't do this I would like to see more controlled growth and better management. I would like to see trees preserved and less power given to developers who come from other states and leave when they make their money. These folks leave the city with horrific apartments and buildings and decimate the environment! They have little stake in this as they go back to their home states! Houston has been ruined due to this and I believe San Antonio is well on its way to becoming a second runner up to Houston!	78230
77	put this same #14 on the site so I can fill out w/more time	78230
78	Serve workers and drinkers.	78230
79	Survey might include some ranking of cost factored into the questions. Some of the choices would be my number one but if the cost is many times the second choice then I might say that is the better overall.	78230
80	Thank you for your work!	78230
81	Everything is okay, may the Powerful God helps and bless VIA forever!!! ONE LOVE.	78229
82	family does use public transportation	78229
83	It is a shame that you wait till now to come out with this survey for things in the future I just feel at my age I was way ahead of my time for this type of service and it's the phrase a day late and a dollar short it appears I may not see this come to fruition in my lifetime.	78229
84	appreciate the opportunity to provide feedback.	78228
85	Be safe!	78228
86	Hope that everything that is mentioned gets followed through with.	78228
87	just use for park and ride	78228
88	promote urban infill development, not urban sprawl	78228
89	vision zero is an amazing plan.	78228
90	As a daily commuter into SA metroplex, this survey failed to ask people: 1. what is your income? 2. do you drive or use public transportation? 3. If using public transportation, what type? 4. Is public transportation reliable in area where you live? 5. Do you use a bike? 6. How often do you use a bike? 7. Do you consider bike lanes a hazard? 8. If so, what is the importance of having bike right a way in the city? 9. Do you commute for work to Austin, San Marcos, New Braunfels? 10. If commuting in these areas, how often will you use the rail if available? 11. If using rail, how much are you willing to pay. Provide person with cost? 12. If using rail to commute, what areas of the city will have designated parking stations for rail commuters? Because if I decide to use the rail, I have to take into consideration rail ticket cost, parking cost and personal gas cost to get me to any rail depot destination before I	78227

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
	depart. Additionally, I have to take my own personal time in consideration to get to my final destination. If getting to a rail depot & parking takes more time than my usual driving time to get to Austin, San Marcos, or New Braunfels then I will drive and not bother using the rail system because my personal time is more precious & I will keep driving.	
91	Downtown San Antonio Greyhound station needs to be cleaned up. To many homeless people hanging around inside and outside of the building.	78227
92	Go spurs go!	78227
93	Keep Buster for the kids & the memories he brought to us.	78227
94	Keep Buster! Keep Buster!! Keep Buster!!!	78227
95	to improve, build the future	78225
96	no, and thank you for having park & ride during fiesta! viva fiesta!	78224
97	to keep people involved in the planning (at least in opinion)	78224
98	driver	78223
99	To-do esta muy bien planeado, gracias por permitirme participar. *Everything is planned well, thank you for allowing me to participate.	78222
100	I used to all the time!	78221
101	Keep up awesome job.	78221
102	This is socialism	78221
103	This is socialism	78221
104	Improving School Safety zone.	78220
105	Your Drivers Need To Be More Appreciated	78220
106	NOTHING AT THIS KEEP UP THE GOOD WORK.	78218
107	You have not surveyed my true opinion. Re-read you survey statements. To many actually have at least two things included that can have differing opinions, example; those that contain both high speed bus and high speed rail. When I disagree with one then I must disagree with the whole statement. The result is a slanted poll./:)	78218
108	Fuel sources Homelessness GMO consumption	78217
109	Lets finish what we got before you start something new	78217
110	No New Taxes	78217
111	Think ahead	78217
112	Uber and competitors with VIA	78217
113	check out the integrated transportation model in ft. collins, co & trail plan of Denver.	78216
114	Don't do the same mistakes Austin is making	78216
115	Find a way for public transportation to be as personal as uber & more cost efficient	78216
116	It would be important to ask why someone uses public transportation. In order to understand answers, knowing whether a person wants it for convenience or needs it for work would be helpful. I don't use public transportation because it's a nice to have not a necessity.	78216
117	There needs to be a plan to educate the public. Don't leave it to Via.	78216

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
118	Toll Roads are not necessary or needed here in San Antonio nor is it the solution for future needs.	78216
119	Density is the key! When more people live where they work, our roads will belong to the human, not the car.	78215
120	viva la raza	78215
121	a decrease in fuel usage. Less vehicles, the cleaner the air.	78213
122	As long as driving (a motor vehicle) is the most convenient choice in SA, there will not be significant demand for other modes. Therefore, please consider easing up (as City authority) on favoring drivers.	78213
123	Good job VIA!	78213
124	land Development is the Key to better transportation in San Antonio freeway expansion will not reduce travel times and visitor culture travel	78213
125	Need more police on the highway to patrol drivers	78213
126	Police presence to regulate traffic speed and obeyance of traffic laws would contribute greatly in avoiding accidents due to aggressive driving habits.	78213
127	Street sweeping is required to reduce pollution of storm water. It is not an option for transportation funding.	78213
128	Wow is this survey awful. I cannot imagine it providing any real useful input. Is it actually intended to gain input, or simply provide some skewed data to reinforce a foregone conclusion? I'm almost embarrassed to have finished it. It is, unfortunately, about what I've come to expect from San Antonio and planning in general, and transportation in particular, so good job on consistency. (Not that I'm a cynic or anything).	78213
129	Bring buppets back	78212
130	Have car sometimes – stray animals	78212
131	Keep up the good work	78212
132	RepAiring sidewalks	78212
133	TOD	78212
134	What is the prize I get for doing this survey?	78212
135	que cuando vaya el camion algo	78211
136	just want to thank all yall hard working peeps. keep up the good job. know that I am one of the grateful ones for your trnsportation	78210
137	No new taxes	78210
138	Nothing about Transportation. I see the land being leveled and the buildings mushrooming for investors while homes and buildings are deteriorating – including in my neighborhood.	78210
139	Please prioritize transit options and improvements that help to prevent sprawl and single-driver congestion. We need fewer cars on the road.	78210
140	San Antonio needs to get the job done. Do something!	78210
141	"KISS" thank you	78209
142	All types of folk should be commodated w/less mainstream needs.	78209
143	Anything that gets cars off the road would be great!	78209

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
144	Do as I say not as I do does not work. example: Get people out of cars	78209
145	Do as I say not as I do does not work. Example: Get people out of cars, get employees to use transit.	78209
146	I have lived in several major cities over the past 16 years and San Antonio needs to invest major money in it's interstate system-particularly in the merging lanes. There us not enough room. The highways and interstates do not seem to have been planned with city growth in mind. Also, there are many foreign and aging drivers in this city that drive incredibly slowly on major highways and interstates and major thoroughfares. This can cause a huge hazard to those drivers and those around them. Consider mandatory drivers exams past a certain age and if someone is seen driving below the minimum speed, they should be ticketed to discourage them from driving in the future. Also, there are still entirely too many drivers driving and using their cell phones. The new law isn't being enforced by the police. This needs attention immediately.	78209
147	Roads carry stormwater runoff to our rivers and streams. Not addressing that in surveys, presentations, etc. prevents the public from understand a key function of our roadways and their impact on stream health and water quality.	78209
148	The Alaska Highway is known the world over as being in horrendous condition and being very difficult to drive; San Antonio's city streets are MUCH worse.	78209
149	The survey is obvious in favor or light rail. There are going to be people who do not know how to move the answers and place them in the order of least to greatest. In those cases the answers will be left in the order that they were originally in. By default light rail will be favored.	78209
150	Traffic! 410- Interchange/1-10 interchange/35/281 interchange!	78209
151	Keep up the good work.	78207
152	No toll roads.	78207
153	Starting and finishing one project at a time. I didn't like it when street repairs begin and then take months to complete.	78207
154	Thanks for your support!	78207
155	very complete	78207
156	Keep up the good work on providing services to events downtown.	78206
157	good fam	78205
158	great survey	78205
159	keep up with your good job	78204
160	Need to educate public on density requirements necessary to support Light Rail. This community speaks of LRT as a panacea to all transit problems, and that we would go from an all bus city to a complete LRT system in a few short years. Unsustainable land use patterns need to be identified as a 'choice that will not allow future transit.' We need to stop funding (at great cost) transportation to serve low-density environments. You can 'choose' to live in low-density environment, but do not expect public funding to provide transit service. Need to start addressing consequence with choice, just like you would to a child. BTW: Q6: Not very good questions: depends on whether 1 or 20way street; commuter vs. recreation cyclist; if transit is used on street, i.e., bike facility should not interrupt transit boarding area Q7: Paving/Repair option: should be an option for "street reconstruction" and stop the Band-Aid solutions Q16: responses really don't support question	78204
161	JUST KEEP UP THE GOOD WORK	78202

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?		Zip
162	Might I use public transportation in the future, as I age or traffic is so dense that auto use is not feasible – an important issue as the population ages.	78202
163	This looks more like an advertisement than a survey. There are too many leading questions. Start w/a discussion. Otherwise, it seems my input isn't worthy.	78202
164	In cities with Metro or Subway service, it is so much more convenient and easy to get around town. I hate to say it, but I think that the attitude of San Antonians needs to change toward public transportation. It is not just for people who are "too poor" to afford a car, but I think that's how a lot of people see it. It's going to take a major shift for people to start thinking of public transit as a preferable option. Until then, we will continue to struggle with the traffic nightmares.	78201
165	More park trails	78201
166	No, hope all this comes all together.	78201
167	really enjoy austin's metro rail.	78201
168	The decision-making process for mass transit decisions-and especially for fixed infrastructure changes, which impact property values-should be as open and transparent as possible.	78201
169	Travel as Star Trek "Beam me up Scottie"	78201
170	Various plans have been developed and some great proposals made – it's now time to 'just do it'.	78201
171	very confusing what is your objective? STRANGE	78201
172	We need to have a city government that keeps a tight leash on these land developers so that they do not build so far out away from the center of the city. We also need our city government to start revising these poorly-planned neighborhoods right now even if a high-capacity transit network cannot be agreed upon; after all, that is what a responsible city does for its citizens!!!	78201
173	Would like to see transportation from San Antonio to Austin	78154
174	Added capacity for vehicles.. Low bike usage does not justify the added cost associated with widening the pavement.	78130
175	Always for improvement and public transportation	78109
176	I don't use the VIA much however I said at Public meeting one night. I may never use VIA. BA VIA is like the police and fire department. They are always there when you need them! Cheers! Best Wishes	78109
177	I've lived in San Antonio and area for 22 years and I'm astonished that we have NO master development plan for the entire Austin San Antonio corridor. Why do we continue to let these housing developers build these huge housing communities without taking into account the future traffic pattern and congestion! We build first, then figure out how to fund roads and schools! Our state representatives keep offering tax breaks to companies that come to Texas, but I feel we have reached the tipping point where quality of life has been squashed by greed.	78108
178	black lives matter!	78064
179	Personal Vehicles are the priority in South Texas.	78052
180	Remember to plan according to budget.	78023
181	Call Chicago! They have the best bus system ! Always took the bus there!!!	
182	COST, CONVENIENCE, MAINTENANCE	

As we finalize our long-range plans, is there anything you would like us to keep in mind that we have not asked you about in this survey?	Zip
183 Don't take lanes on the highways away from hard working Americans for a few folks that use public transportation.	
184 Go on transportation according to the century we are living in.	
185 I can see there is no point to this survey as the city and via have already decided they are going to waste as much tax payer money as possible to benefit via. need we only look back on the alamodome and how that was supposed to be such an innovation and it turned out to be a disaster and via bailed quick.	
186 Infrastructure is the key to any sustainability	
187 Involve surrounding cities in your plan, by knowing what their plan may be.	
188 Its time for community & our leaders to help change mindsets. As we grow and grow more as a region, the focus must shift to moving people, not just moving vehicles. Thank you	
189 It's time for our community & our leaders to help change mindsets. As we grow and grow more as a region the focus must shift to moving people, not (Just) moving vehicles. Thank you,	
190 Keep it right, don't lie	
191 Keep up the good work	
192 No, I don't support toll roads in Bexar county.	
193 Special Events for VIA	
194 Thanks for the info.	
195 todo esta band *Everything is fine.	
196 Via does not have a workable relationship reputation with the city. I have served on a committee that was a waste of time because VIA'S attitude was 'we only have to respond to the state, not local entities.' Very frustrating to negotiate new ideas when you keep hearing NO.	
197 When you implement changes don't take decades to finish it!!!!	